

SHIPPING INFO & CHARGES for APPAREL

- Free delivery to areas within 15 km of postcode 6163 (WA)
- Flat fee of \$15 for all Metro areas across WA (excl. TAS)
- Flat fee of \$35 for all regional areas (incl. TAS)
- Free delivery for all orders across Australia (incl. TAS) for orders over \$300
- Shipping prices are based on Standard delivery by Australia Post. If you require Express delivery, extra charges. Contact us for a quote before placing your order.

REFUND AND RETURN POLICY

- Our refund and return policy lasts 7 days from the receipt of goods. You have 7 days from delivery confirmation to notify us of your intent to return a product, after which time we can't offer you a refund or exchange anymore.
- You can notify us of your intention to return an item by phone (0416 11 48 40) or email: camelia@ablazemarketing.com.au
- We cannot accept returns for printed, embroidery items
- We cannot accept returns for items that are not faulty or damaged, for instance if you change your mind or simply do not like the design.
- By placing the order, you accept this condition and are legally bound by it.

We DO NOT:

- Accept returns for goods that are not faulty
- Accept returns simply because you changed your mind
- Accept returns simply because the items DID NOT FIT
- Accept returns for any decorated items
- Accept returns of items on Sale or Special promotion
- Our return policy is not negotiable so please bear this in mind before placing an order and accepting our terms and conditions on the checkout page

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

In the event a return is authorised for a non-faulty item *we do not refund any postage costs to and from you*, we also reserve the right to charge a re-stocking fee of \$20.00 or 30% of order value excluding shipping costs (whichever is greater).

All refunds are made onto the original payment method only.

We do not accept any returns due to garment shrinkage, all of our garments are supplied by local Australian companies adhering to AU/NZ standards and shrinkage of the garments are generally due to the garments care instruction not being followed properly and washing them at higher temperatures than recommended- this is not deemed as a garment defect and we are not in a position to refund the purchase.

Please do not send your purchase back to the manufacturer. We do NOT refund ANY delivery costs incurred to and from yourself. We shall not be liable for any courier costs and packaging costs including the costs of the goods for the returns. It is your responsibility to ensure the goods arrive at our destination in an acceptable state and it is deemed any damage in transit would be your responsibility and liability.

All exchanges will be treated as a return and you will be required to order your exchange as a new order. We only replace items if they are defective or damaged. All exchanges are treated as a faulty return and once processed you will be required to place a new order for the goods.