

Ourgift2u will happily assist customers who wish to return goods purchased from our website. Our returns policy is in addition to your rights under the Australian Consumer Law or Consumer Guarantees Act (NZ).

When returning products by mail, all products for return must be received and processed by us and identified in our returns system – once this is complete, we will be able to provide you with any further assistance you require through our customer service team.

With a receipt or tax invoice

- We can provide a refund back to your gift card. We will not provide any cashback for any return.
- All returned goods must be unused, in original packaging and in saleable condition.
- Receipts and tax invoices must be valid and intact.

Refunds will be processed by restoring an equivalent balance back onto your gift card account. If you do not have a receipt and are unable to produce the card that you paid with, we require proof of identity (eg driver's licence) to issue a return, which we will record and keep a copy of in our system.

You will be required to pay for any postage and handling charges to send any products back to us and we note that you can purchase insurance cover through our website. It is highly recommended that you do so as we don't have any control over the transportation company that you may select to send back the product.

Note: *The original gift card must also be sent to us as part of the return process to enable us to provide you with a refund onto your gift card.*

Without proof of purchase

We will record your proof of identification (eg drivers' licence) when processing returns without sufficient proof of purchase. Without this, we may not be able to accept your return.

- If your proof of identification and purchase is acceptable to us, we will provide an exchange gift voucher or gift card or an exchange for 'like' goods (as determined by us, acting reasonably).
- All goods must be unused, in original packaging and in saleable condition.

Commercial quantity returns

Commercial quantities are not available for change of mind returns or exchanges.

Online purchases/exchanges

Online purchases can be returned with the tax invoice or by contacting our Customer Support team at customerservice@ourgift2u.com.au

Exceptions

Unfortunately, we cannot offer a change of mind refund.

Other returns/exchanges

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You're entitled to a replacement or refund for a major failure, and to compensation for other reasonably foreseeable loss or damage. You're also entitled to have the goods

repaired or replaced if the goods fail to be of acceptable quality, but the failure does not amount to a major failure.

We will accept product returns and provide you with a replacement, refund or repair where:

- The product is faulty or is not of acceptable quality; or
- The product is not fit for its intended purpose; or
- The product does not match its sample or description.

We recommend you retain your receipt, as we may require proof that you purchased the product from us. Our Team Members will be able to advise you whether a refund, exchange, repair or replacement is available and may record your proof of identification when processing a return without proof of purchase.