

# **Refunds and Returns**

If for any reason you are not completely satisfied with your purchase please contact [sales@chipmunkcheekstreats.com.au](mailto:sales@chipmunkcheekstreats.com.au) so that we can resolve any problems.

We offer a 7-day money back guarantee from the date you receive the goods.

To complete your return, we require a receipt or proof of purchase. Please do not send your goods back to us until we have agreed to accept your exchange or return, as there are some situations where it may not be necessary to ship goods back.

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

There are certain situations where only partial refunds are granted (if applicable);

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 7 days after delivery

## **Full refunds or reshipment of your order**

A refund or reshipment of the order may be applicable if goods are reported damaged, faulty or never received. Please note, proof from Australia post or courier that the delivery was made will deem your goods as being received. If you believe goods are not received in as good condition as expected, please email us at [sales@chipmunkcheekstreats.com.au](mailto:sales@chipmunkcheekstreats.com.au). We will investigate and issue a refund where relevant. Photographs of damaged products may be required to issue a refund.

## **Refunds for returned items**

We will send you an email to notify you once your return has been received and inspected. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original payment method within 7 business days.

## **Late or missing refunds**

If you haven't received your refund yet, please first check your bank account, then contact your credit card company/bank as it may take several days before your refund is officially posted. If you've done all of this and you have still not received your refund, please contact us at [sales@chipmunkcheekstreats.com.au](mailto:sales@chipmunkcheekstreats.com.au)

## **Sale items**

There is no refund or return no sale items

## **Exchanges**

We only exchange items that are defective or damaged. If you need to exchange it for the same item, please email us at [sales@chipmunkcheekstreats.com.au](mailto:sales@chipmunkcheekstreats.com.au) and we will advise if and where to return the original item/s.

### **Gifts**

If the item was marked as a gift when purchased and shipped directly to you (the gift receiver), you'll receive a gift credit for the value of your return, once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

### **Incorrect delivery returns**

We do our very best to avoid this, but if you think you have received the wrong item, then please contact us at [sales@chipmunkcheekstreats.com.au](mailto:sales@chipmunkcheekstreats.com.au)

### **Shipping**

To return your product you should contact us at [sales@chipmunkcheekstreats.com.au](mailto:sales@chipmunkcheekstreats.com.au) for the correct return address.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. Postage and insurance costs are to be paid for by the buyer. You assume any risks of lost, theft or damaged goods during transit. We advise you take out tracking and insurance with your postal carrier. Chipmunk Cheeks Treats will not be responsible for parcels lost or damaged in transit if you choose not to insure