



Refund Policy and Common Questions

Refunds

All refunds are to be made to the account used to pay for your original order. In the event that we're unable to refund directly to your account, store credit will be issued.

This item was on sale previously, can I get it at the sale price?

If a sale is on, we will clearly state when the sale is due to end. After the sale ends, the item may go back to its original price, in which case, we will not be able to honour the price it was displayed as during the sale.

An item I own is now a lower price; can you refund me the difference?

As an online retailer, our prices will occasionally change depending on demand, stock and upcoming sales without prior warning. This being the case, we are not able to refund the difference.

Returns

As an online retailer it is common for returns to be made, this form is accessible on our home page. As the customer you are liable for any return postage costs. We strongly advise that all returned units remain tagged and bagged as delivered to you, with the returns form contained in the parcel. All returns must be received within 14 days of delivery date.