

# Stir Crazy Kids Returns Policy

*Last updated: 4 January 2022*

Stir Crazy Kids Pty Ltd (ABN 67 160 623 487) ("we", "us" or "Stir Crazy") prides itself on providing products of the highest quality and is committed to customer satisfaction.

This returns policy describes generally how we manage product returns. If you would like more information, please don't hesitate to contact us.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products replaced if the products fail to be of acceptable quality.

Importantly, the rights described in this policy are in addition to the statutory rights to which you may be entitled under the Australian Consumer Law and other applicable Australian consumer protection laws and regulations.

Please note there may be limitations on your right to return and obtain a refund for products, however these limits will always be subject to your statutory rights.

## **Refunds**

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If you have placed an order with us and wish to retract your order for any reason – even if you simply change your mind – we will provide you with a full refund, provided that we receive notice of the cancellation of your order before 10 am on the date the order is for. We may be able to provide a refund after 10 am however if we have already started processing your order, then we are unable to provide any refund.

You are also entitled to a refund if your products arrive and are not as described or are faulty. You must notify us immediately within 24 hours of receiving your delivery either by email or your child can visit the canteen for a replacement or refund. We may offer a refund in the case of an item being out of stock.

Refunds will not be available in any other circumstances. If you are not satisfied with any item that you receive from us, you may be entitled to return that item to us in accordance with the below.

## **Returns**

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### **Replacement or credit as remedy**

If you are not satisfied with any item that you receive from us, please let us know as soon as possible and no later than 24 hours after delivery as we may be able to replace the item for you. In some circumstances, we may provide a credit to your app wallet instead of replacement at our discretion.