



## **Returns Policy for FireLily Australia Website**



## **Returns Policy – FireLily Australia**

At FireLily Australia, customer satisfaction is our priority. In the event you are not satisfied with your purchase, that you have already read the book, or that any product has been damaged in the delivery process, we offer replacements and/or refunds, in accordance with the *Australian Consumer Law* and the terms set out in this Policy.

### **1. Replacements and Refunds**

- a) You may request a replacement or refund for any product that is defective, damaged, or not as described within 14 days of receiving your order.
- b) Items must be unused and in their original packaging.
- c) Replacement products will be provided of the same or a similar item with equivalent value, as determined by FireLily Australia.
- d) If a replacement product is unavailable, FireLily Australia will offer alternatives such as store credit or a refund, as per the customer's preference and in accordance with Australian Consumer Law.
- e) FireLily Australia reserves the right to refuse a replacement or refund at any time, for any reason, at our sole discretion. This includes but is not limited to replacements that do not comply with this Returns Policy, if it is found that the product has been misused, neglected, or improperly handled, or if the issue arises from reasons outside the control of FireLily Australia, and items replaced after the specified period.

### **2. Process for Replacement**

- a) Email us ([hello@firelily.com.au](mailto:hello@firelily.com.au)) with your order number and specify the items you wish to be replaced.
- b) Once approved, we will process the replacement and send to your nominated address.

### **3. Exceptions to Replacements or Refunds**

- a) The following items cannot be replaced or refunded:
  - i. Discounted Goods from a final sale
  - ii. Gift Cards
- b) We reserve the right to refuse returns that do not meet these conditions.

### **4. Shipping Costs**

- a) If you are replacing an item because it is faulty, not as described, or you received the incorrect item, FireLily Australia will cover all associated shipping costs for the replacement.
- b) If you are replacing an item due to a change of mind, you will be responsible for all shipping costs associated with replacing your item. Shipping costs are non-refundable. If you receive a refund, the cost of replacement shipping will be deducted from your refund.

### **5. Damaged Products**

- a) If you receive a damaged product, please contact us immediately. We will arrange for a replacement or refund provided you contact us within 14 days of receiving the product.
- b) Pursuant to clause 4 of our Terms and Conditions, FireLily Australia will not be responsible for any defects, damages, or issues arising out of the Goods outside the control of FireLily Australia. FireLily Australia will only be responsible for any defects, damages, or issues arising out of the Packaging of the Supplies to turn into Goods.



## 6. Gifts

- a) If the purchased Goods were marked as a gift when purchased and shipped directly to you, you will receive the replacement or a store credit upon request.
- b) If the purchased Goods were not marked as a gift, the replacement or store credit will be issued to the gift giver.

## 7. Australian Consumer Law

We comply with the *Australian Consumer Law* (ACL) for refunds, and exchanges. The ACL consumer guarantees provide protection for consumers when purchasing goods and services. For more details about the ACL, please visit the Australian Competition and Consumer Commission's website: <https://www.accc.gov.au/>

## Contact Us

If you have any questions about our Returns Policy, please:

Visit our website: [www.firelily.com.au](http://www.firelily.com.au)

Email us: [hello@firelily.com.au](mailto:hello@firelily.com.au)

By making a purchase from FireLily Australia, you acknowledge that you have read, understood, and agree to be bound by this Returns Policy.