

Tiny Sprout loves each and every customer that pops by to say hello and pick up a new item and we want to make sure you're fully satisfied with your shopping experience.

We attempt to describe the items and display colours, patterns and features of the items as best as possible.

If you have any feedback, concerns or questions related to our store or product range that are not answered below, please contact us via email at hello@tinysprout.com.au

Thank you for supporting a small, family run business xx

Postage:

We post orders within 24 hours because nobody deserves to wait for their goodies for too long!

We use Australia Post for all shipping.

Free postage within Australia for all orders above \$75

For orders under \$75:

Regular postage with tracking: \$8.95 (2-6 day delivery)

Express postage with tracking: \$13.95 (1-4 day delivery)

Please note delivery timeframes are approximate only and can vary due to other factors (remote and rural delivery locations, locations in other states, public holidays etc)

Free local delivery:

We proudly offer free local delivery in Bendigo (select locations, listed at checkout).

Use the discount code BENDIGO at checkout to select this option.

All items are delivered within 3 days of the order being placed and will be left in a safe location if nobody is home at the time.

Overseas postage:

Postage is available to all countries outside of Australia. Flat shipping rates apply.

All pricing including shipping is in Australian Dollars (AUD)

All items are posted with tracking.

Any duties and taxes incurred in the country of destination are the responsibility of the customer.

Gift Vouchers:

Tiny Sprout understands that some people can be a challenge to choose a gift for, so why not let them choose themselves!

Gift vouchers expire after 9 months from date of purchase.

Please note that discount codes cannot be used when purchasing a gift voucher. Should a discount code be applied, the gift voucher will have this amount debited from the overall amount.

Discounts:

Only one discount code can be used per order.

Discount codes are available to be used on select items only, these do not include some sale items and new arrivals.

Returns & Exchanges:

At Tiny Sprout, we select our stocked items based on the highest quality products available. If you find a fault or consider your item to be damaged, please contact us via email at hello@tinysprout.com.au to discuss prior to returning your items.

Items can be returned for an exchange or refund (original postage costs will not be reimbursed) if deemed faulty and unable to be fixed. A store credit will be provided.

We do not accept returned items due to change of mind.

If you have selected an incorrect size, we will happily provide an exchange if the required size is in stock. Please note that the exchange must occur within 7 days of the date of purchase. Return postage is the responsibility of the customer.

Any returned items must be in their original packaging with original tags/labels attached, be unworn or unused and returned within 7 days from date of purchase.

Returns and exchanges are not available on sale items.

Mailing List:

By purchasing from Tiny Sprout, you will be automatically added to our mailing list.

Our mailing list is used to advise of new arrivals, sales, discount codes and general goodies. We promise we will not bombard you with emails and an unsubscribe option is available on every email sent.