

# tiny sprout

[www.tinysprout.com.au](http://www.tinysprout.com.au)

## Terms and Conditions

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](mailto:hello@tinysprout.com.au)

### **Postage (within Aus):**

Free regular shipping is provided on all orders over \$75.

For orders under \$75, the following postage rates and delivery times apply:

- Regular delivery: \$8.95 (2-6 days)
- Express delivery: \$13.95 (1-4 days)

All items will be posted within one business day of payment from Central Victoria.

Tiny Sprout wants you to enjoy your new items as quickly as possible!

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)

**Click and Collect:**

Free local pick up is available in Central Victoria (postcode: 3550 and surrounding areas).

If you select this option at checkout, we will be in touch via email or phone to arrange collection or delivery.

**Overseas Postage:**

Overseas postage is charged based on country of destination at a flat rate.

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

All international orders are sent via letter or parcel and tracking may not be available but can be added at an additional cost upon request.

**Pricing:**

All pricing is in Australian Dollars (AUD). Pricing may change at our discretion and without notice.

**Payment:**

We utilise Stripe to accept payments via all major credit cards and PayPal.

Both Stripe and PayPal are online, secure payment systems.

**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 are available and listed in set denominations. If you require an amount that is not listed, please feel free to contact us via email.

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:**

Discount codes may be used at checkout and will provide a set discount across the entire order. These codes are subject to change without notice.

Only one discount code can be used per order.

**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](mailto: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.

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

Items must be in their original packaging with original tags/labels attached, be unworn or unused and returned within 14 days from date of purchase.

Please note that a store credit will be provided should a replacement item be unavailable.

**Tiny News:**

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.

**Privacy:**

At Tiny Sprout, we respect your privacy. The information you provide to us will not be sold, exchanged or disclosed to another party unless required to by law.