

Valid from 26th June 2023

Returns, Changes and Cancellation Policy

This policy should be read in conjunction with the Terms and Conditions.

1. Big and Bulky Items that require On Site Service (Christmas Trees and Decorations)

1.1. Cancelling your order

You can cancel your order, without charge, provided we receive written notice by midday 12 pm a minimum of ten business days before your scheduled delivery date. If you cancel after this time, but at least three business days before the scheduled delivery date, we will charge a \$99 cancellation fee or 20% of your overall order value (whichever is greater) for costs incurred in the provision and cancellation of your order. If you cancel your order within two business days of the scheduled delivery date we will retain 50% of the full cost of your hire. No refunds will be provided if cancellation is made within 24hours prior to the set up date

1.2. Changing your order before delivery

You may change the delivery date, or alter the specifications of your order provided we have notice by midday 12.00 pm a minimum of five business days before your scheduled delivery date. Changes to your order after this time but three business days before delivery will incur a charge of \$59 (inc. gst) or 10% of the total value of the item you are changing. There may be circumstances where we are unable to accommodate changes to your order, for example, when a product sells out or a special order has been placed on your behalf.

1.3. Changing your order after delivery

If you wish to change your order after delivery we will charge a redelivery fee of \$199 (inc. gst) for undecorated trees or decoration only hire, and \$299 (inc. gst) for decorated tree hire. If the tree is on site and has been partially or completely decorated we will charge a fee of \$399 (inc. gst) for changing the decoration theme only. If the tree has been partially or completely decorated and the tree size or type needs to be changed, then we will consider this to be a cancellation of your original order and retain the full cost of the hire and charge you the full cost of any new order that you place. The maximum fee that will be charged is the forfeit of the original cost of hire. Changes to the tree size and decoration theme will be made as soon as practical after notification of the changes required. We cannot guarantee that the changes will happen on the same day, they are subject to availability.

2. All other Items (Goods)

2.1. Cancelling and changing your order

No cancellations or changes to orders will be accepted, and the goods will be delivered to the stated delivery address. You should carefully check that your order is accurate before you submit it to us. You will, however, be able to return goods in accordance with Australian Consumer Law. Please contact us on contact@thehappychristmasco.com.au or 1300 325 173 if you would like to return an item.