

Cotton Candy Kids – Returns Policy

Cotton Candy Kids (ABN 27 627 768 954) (“we”, “us” or the “Company”) prides itself on providing products of the highest quality and is committed to customer satisfaction. This returns policy (“**Returns Policy**”) describes generally how we manage product returns. Returns remain subject to our Usage Terms. If you would like more information, please don't hesitate to contact us.

1. Clearance sale items

The Company does not offer any refunds, replacements, exchanges or credits in relation to clearance sale items. Sections 2 and 3 below apply only to products other than clearance sale items.

2. Refunds

- 2.1 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 (less our transaction costs in processing the original payment and the refund), provided that we receive notice of the cancellation of your order before the item has been packaged for dispatch. If we have already packaged the item for dispatch, then we are unable to provide any refund.
- 2.2 Refunds will not be available in any other circumstances, except where, as per paragraph 3.5(a) below, we consider that the Company is at fault and the Company is no longer stocking the item that would otherwise be replaced.

3. Returns

- 3.1 If you are not satisfied with any product that you receive from us, please let us know as soon as possible as we may be able to replace the product for you. In some circumstances, the Company may, at its discretion, provide an exchange or credit instead of a replacement.
- 3.2 Please contact orders@cottoncandykids.com.au with your return details and you will be advised of the procedure and address for returning goods.

What you must return to us

- 3.3 To receive a replacement, exchange or credit, you must first return the product to us. In all cases, it is essential that the product must be unused, with its original labels and in its original packaging.

Assessment of fault

- 3.4 Upon receipt of the returned product, we will assess the circumstances to ascertain whether or not the Company is at fault.
- 3.5 If we consider that the Company is at fault:
 - (a) **(Replacement or refund)** in the case of replacement, we will provide a full replacement of the product and no shipping will be charged for delivery of the replacement product to you. If the Company is no longer stocking the product, we will provide a full refund for the price, including shipping charges, paid for the item;
 - (b) **(Exchange)** if requested and the Company agrees, at its direction, to provide an exchange instead of a replacement, we will deliver the alternative product to you and

no shipping will be charged for delivery of the alternative product to you. If the price of the alternative product is:

- (i) greater than that of the returned product, you will be required to pay the difference; or
- (ii) less than that of the returned product, the Company may, at its discretion, provide a refund or credit for the difference; and
- (c) **(Credit)** if requested and the Company agrees, at its direction, to provide a credit instead of a replacement, we will give you a credit for the price, including shipping charges, paid for the item.

3.6 If we consider that the Company is not at fault, then any refund, replacement, exchange or credit will be entirely at the discretion of the Company.

Shipping costs in returning goods

3.7 In all cases, you must pay the costs involved in shipping the returned product back to the Company – however, if we consider that the Company is at fault, then the Company will reimburse you for your reasonable shipping costs incurred in returning the product back to us. If we consider that the Company is not at fault, then no reimbursement in respect of those shipping costs will be provided.