



PALM BEE

We truly BEE-LIEVE you will love your new items. If not, here's what to do.

REFUND AND EXCHANGE POLICY

Fashion sale items can be exchanged for incorrect size and cannot be refunded. No refund on sale items for change of mind.

Refund for change of mind is only available for fashion not on sale. Not available for furniture or homewares.

We accept returns and exchanges of clothing items only if they are requested within 30 days of the date your order was purchased or shipped.

Items must be returned in as new condition - unwashed, unworn, no stains, marks, price tags attached, damages etc.

If the item is returned in other than brand new condition (including tags attached) no credit will be issued.

The garment must not smell of perfume, deodorant, or laundry detergent. Proof of purchase is required.

Faulty returns are at the discretion of PALM BEE and governed under Australian Consumer Law.

Please use our reusable freight bag to return your item/s and just cut along the dotted line on the bag.

Refunds will be processed by PALM BEE's head office and will normally be processed within 5 working days of receiving goods and approving refund. You will receive your refund within 14 working days from the start of the return process at the warehouse and you will receive an e-mail notification. This refund policy is not intended to exclude or limit any rights which you may have under the Competition and Consumer Act 2010 (Cth) or equivalent State or Territory laws.

The refund method will follow specific to your payment method

CREDIT CARD PAYMENT: the refund will be made on the same credit card use for the purchase; the necessary refund time depends on your bank.

PAYPAL PAYMENT: the refund will be visible on your PayPal account within 48 hours of receiving the email confirming the refund

AFTERPAY: if you make a return and a refund is granted, it will automatically be reflected in your payment schedule minus any fees charged to Palm Bee.

KLARNA: when you report your return your invoice may be paused.

This allows time for the return to be registered by Palm Bee and your invoice to be updated accordingly.

You will receive an email with updated payment information. Any refund will be issued minus any fees charged to Palm Bee.

APPLEPAY: when PALM BEE processes your refund, it will be returned to your payment card automatically.

If you don't have the receipt, you will need to provide the payment card-specific device account number

If your order has been shipped outside of Australia, the tariffs and customs duty cannot be refunded by PALM BEE. Please understand due to hygiene purposes or company policy, PALM BEE does not refund on the following items:

Earrings and jewellery swimwear lingerie or undergarments and gift cards

HOW TO RECEIVE A REFUND OR EXCHANGE

1: Visit a Palm Bee boutique in person with this form completed OR

2: Complete the form below. Repack the items in the bag they arrived in ensuring the bag is sealed tight and post to:

PALM BEE RETURNS
PO BOX 1088
CAPALABA QLD 4157

Payment for postage of the return parcel is your responsibility. All returns remain the responsibility of the returner until received by Palm Bee. All refunds will be refunded at the original purchase price excluding delivery charges unless goods are returned in accordance with Australian Consumer Law.

PRODUCT NUMBER	EXCHANGE	REFUND	REASON CODE	EXCHANGE FOR (PRODUCT NUMBER, DESCRIPTION, SIZE, COLOUR)

Reason Code:

1: change of mind 2: does not fit 3: not as expected 4: I ordered multiple sizes/colours
5: received wrong item 6: faulty/damaged

CONTACT US:
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