

Terms, Policies & Conditions

Effective Date

Effective from February 1st 2024

General Information

This website is operated by Skinned Olives ABN 44648404175, based in Sydney, Australia. Throughout the site, the terms "we", "us", and "our" refer to Skinned Olives. These Terms apply to all users of the site, including without limitation users who are browsers, customers, merchants, and/or contributors of content.

Eligibility

By using this website, you represent that you are at least the age of majority in your state or territory of residence, or that you are the age of majority and have given us your consent to allow any of your minor dependents to use this site.

Australian Consumer Law

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy conferred by the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. Our products come with guarantees that cannot be excluded under the ACL. However, you must follow usage instructions and safety guidelines provided on our labels and website.

International Use

We ship internationally; however, you are responsible for compliance with your local laws, including import taxes, customs duties, and regulations. Skinned Olives will not be held liable for any

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international legal restrictions or penalties that may apply to your use of our products outside of Australia.

Products and Pricing

All product descriptions and prices are subject to change without notice. We reserve the right to discontinue or modify products at any time without liability. We reserve the right to limit quantities or refuse service to anyone for any reason at any time. Prices are listed in Australian Dollars (AUD) and include GST unless otherwise stated.

Shipping and Delivery

All orders are processed and shipped from Australia. Estimated delivery times are provided but not guaranteed. We are not liable for any delays caused by Australia Post, customs clearance processes, or unforeseen circumstances. You are responsible for providing accurate shipping information. Incorrect addresses may result in additional charges or delays.

Refund and Return Policy

We do not offer refunds for change of mind due to hygiene regulations. If your product is faulty, damaged on arrival, or not as described, please contact us within 7 days of receiving your order for a resolution. Return shipping is at the customer's expense unless the item is proven to be faulty.

Medical Disclaimer

Skinned Olives products are cosmetic in nature and are not intended to diagnose, treat, cure, or prevent any medical condition. You should always perform a patch test and discontinue use if irritation occurs. Consult a healthcare professional before using our products if you are pregnant, breastfeeding, or have a medical condition. We are not liable for any adverse reactions resulting from product misuse or individual allergies.

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Limitation of Liability

To the maximum extent permitted by law, Skinned Olives shall not be liable for any indirect, incidental, special, or consequential loss or damage, including but not limited to personal injury, loss of revenue, profits, data or goodwill arising from use of this website or our products.

Intellectual Property

All content, branding, imagery, packaging, product names, and formulations are the intellectual property of Skinned Olives and may not be copied, reproduced, or used without written permission.

User Comments and Submissions

If you submit reviews, testimonials, or content to us (including social media mentions), you grant us unrestricted rights to edit, reproduce, publish, and use them in any medium for promotional purposes. We reserve the right to remove any content that is offensive, defamatory, or in breach of these Terms.

Privacy and Data Security

Your submission of personal information through the store is governed by our Privacy Policy. We use secure encryption technology but cannot guarantee absolute security of your data. By using our site, you accept this risk.

Third-Party Links

Our site may contain links to third-party websites. We are not responsible for the content or accuracy of any third-party materials and do not warrant or assume liability for them.

Modifications to Terms

We reserve the right to update, change or replace any part of these Terms at any time. It is your responsibility to check this page periodically for changes. Continued use of our website after

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changes constitutes acceptance.

Jurisdiction and Governing Law

These Terms and any separate agreements shall be governed by and construed in accordance with the laws of New South Wales, Australia. Any disputes shall be subject to the exclusive jurisdiction of the courts of New South Wales.

Defamation and False Claims

Skinned Olives takes brand protection and reputational integrity with the utmost seriousness. We have a strict zero-tolerance policy towards any form of defamation, libel, slander, or the deliberate dissemination of false, misleading, or malicious content relating to our products, brand, founder(s), team members, or customer community.

We understand that customers may have varied experiences, and we fully support transparent, fair, and constructive feedback. However, public or private statements that are intentionally harmful, baseless, or defamatory in nature - including but not limited to false claims about product safety, effectiveness, customer service, or personal attacks on our founder(s) - will be considered an unlawful act.

We reserve every legal right to pursue action against individuals, entities, or groups that engage in the creation or promotion of such statements, under the scope of Australian defamation law and applicable international statutes. This may include but is not limited to cease-and-desist notices, formal takedown requests, financial compensation claims, and court proceedings.

Skinned Olives is committed to protecting its brand, its community, and its integrity - and will pursue

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full legal remedy against any form of reputational harm.

Privacy Policy

Skinned Olives respects your privacy and is committed to protecting your personal data. We collect information such as your name, email, shipping address, and order history solely to process your order, improve your customer experience, and communicate offers or product updates (if you opt in). We never sell or share your information with third parties, except trusted service providers who assist in delivering our services (e.g. payment processors, shipping carriers). You have the right to access or delete your data by contacting us. We comply with the Australian Privacy Act 1988 and GDPR for international customers. Please refer to our full website policy for more information.

Shipping & Delivery Policy

All orders are processed within 2 to 8 business days from the time your order is placed. This includes fulfilment, hand-packing, and quality control from our Australian base.

Once dispatched, delivery time will vary depending on your location and selected shipping method. Please note that processing time is separate from delivery estimates.

Express Shipping is available at checkout for Australian customers. Express refers to delivery only and does not accelerate processing times.

Skinned Olives is not liable for delays caused by Australia Post, customs clearance, or events outside of our control. Tracking numbers are provided for all orders.

Returns & Refunds Policy

Due to hygiene reasons, we do not accept returns or exchanges for change of mind. If your item

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arrives damaged, faulty, or incorrect, please contact us within 7 days of delivery with photo evidence and your order number.

Once reviewed, we will offer a replacement, refund, or credit depending on the issue. Return shipping is at your cost unless the item is confirmed to be faulty.

Refunds are processed via the original payment method. We reserve the right to deny refund requests that do not comply with this policy.

Cookie & Tracking Notice

Our website uses cookies and tracking tools such as Google Analytics and Meta Pixel to improve your browsing experience, personalise content, and understand user behaviour. By using our website, you consent to the use of cookies. You may disable cookies via your browser settings, but this may affect your experience. We do not collect sensitive personal information without consent.

Contact Information

Questions about the Terms should be sent to: hello@skinnedolives.com or by phone at +61 452 351 055.



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VELVET ELIXIR

Revitalising
Fortifying Serum

Future-Focused Hair Care
For All Hair Types

100ml e / 3.38 fl.oz.

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ROOT REVIVER
Hair Oil

Healthy Hair Promotion,
Revitalisation,
Follicle Enhancement,
Scalp Nourishment,
Thickness Support

Future-Focused Hair Care
For All Hair Types

50ml e / 1.69 fl.oz.