



These are the conditions on which Casa e Cucina will supply products to you. By placing an order you confirm that you have read and accepted them.

PRODUCT SPECIFICATIONS

You confirm that in ordering items you have relied only on the product descriptions and specifications contained in our online shop and on no other statement or warranty.

GOODS DAMAGED ON DELIVERY

If you believe you have received an item that has a fault, has been wrongly described or is found to be damaged on delivery then please contact us within 24 hours by email to info@casaecucina.com.au. Please provide your order number or receipt and a photo of the goods and the packaging it arrived in so that we can assess your claim and get it resolved as soon as possible for you.

Goods assessed as faulty or damaged on delivery will be replaced and resent to the original delivery address.

CHANGE OF MIND

We do not offer refunds if you change your mind. We are happy to offer an exchange or credit note if you want to return a purchase that may not suit. You will need to notify us within 24 hours to advise that this is what you intend to do.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging with all tags and product labels still attached.

To complete your return, we require an order number, receipt or proof of purchase.

Please note there are some items that are not able to be returned including:

- Sale Items
- Gift Cards
- Vintage items
- Towels
- Bedding
- Table Linen
- Cushion Covers
- Soft Furnishings
- Furniture

It is your responsibility to send the goods back to us as soon as you have notified us of your intention to return. Once we have received your return and determined it to be in the same condition as sold to you we will notify you via email with the approval of your return claim.

Please note if the goods arrive back to us damaged or not in 'as sold' condition your return will be rejected. Please ensure that fragile items are carefully packaged for return in the same way we delivered to you. You may like to consider purchasing insurance as we will not be responsible if your return is not received by us.

SHIPPING RETURNS

Unless your item is found to be defective or damaged on delivery, you will be responsible for paying for your own shipping costs to return and exchange your item as our shipping costs are non-refundable. The same applies if you received free shipping with your original purchase. We will either deduct the cost of the original shipping from the credit note or you will need to pay the shipping cost to redeliver the exchanged items.