

Caring Clothing is committed to providing quality products to our customers. If you are not completely happy with your purchase, please read our Returns Policy carefully to ensure you are eligible to return your purchase and receive a store credit. Our Returns Policy is designed to assist you and provide you a pleasurable shopping experience. It has been developed in accordance with your rights and remedies you have as a consumer under the **Australian Consumer Law (ACL)**.

Items must be returned within **30 days** of delivery for an exchange or refund. Please note that shipping costs are not refunded unless the items have been deemed faulty or at our discretion. Further information is detailed below.

Change of Mind Returns

"Change of mind" includes purchases you have made in error e.g. accidentally ordered the wrong size or colour, items that don't fit the way that you would like or unwanted gifts. Items **excluded** from a change of mind return include:

- X** Underwear
- X** Socks
- X** Swimwear
- X** Sale/Clearance
- X** Face Masks & sanitiser

Caring Clothing will accept a change of mind **exchange** provided it meets the following guidelines:

- Return within 30 days
- Return with proof of purchase
- Items must be unworn, unwashed, unused with all original tags/labels attached, and in original packaging (including plastic tags intact)
- Items must not be labelled (specific to nursing homes)
- Returns must be made within the country of purchase
- Items is not listed as an excluded item as outlined above

While we are not required to provide a refund or replacement if you change your mind, you can choose a **refund** if an item:

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

If the issues with the product can be repaired, then Caring Clothing will manage this process within 10 business days. If it is not repaired in a reasonable time, you can choose a refund or replacement.

Returns Process

1. Refer to the Returns Policy to ensure an exchange or refund is permitted
2. Complete Returns Form and post together with the items to Caring Clothing

Processing time of a return will take **4 business days** of them being received. You will receive an email with the details and outcome of your processed return.

Exchange

Exchanges for the same item in a different size will not incur any additional charges. If the new item is a different product and there is a price difference, then payment or a refund will be required.

- If you would like to make an exchange, please complete the Returns Form (see below) with the details of your requested exchange.
- We highly recommend keeping a tracking number of the parcel that you send back to Caring Clothing. If the parcel is not safely delivered to Caring Clothing, then we are not liable to replace/refund your items.

NOTE: A maximum number of two exchanges applies before freight costs will be charged.

Faulty Item

Caring Clothing have strict quality control procedures in place. Please contact Caring Clothing Customer Service via email info@caringclothing.com.au within 24 hours of receiving your product if you believe it to have a manufacturing fault. We will treat this at the highest of priority. Please ensure you do not throw out any of the packaging information as this will be required to move forward.

If something is faulty, incorrectly described or different from the description on the website or sample shown, we will provide an exchange or refund provided the items are returned within a reasonable time with proof of purchase. You will be required to complete the Returns Form (see below).

Refunds

Refunds will only be provided if an item is assessed and deemed to be faulty and non-replaceable or fixable. Please contact Caring Clothing customer service via email info@caringclothing.com.au to be approved for a refund for damaged or faulty products. If you request a refund, the purchase price (excluding delivery charges for online orders) will be refunded to you using the original payment method. You will be required to complete the Returns Form (see below).

Sale Items

We do not accept returns on sale items for change of mind, so please choose carefully. If you require the same item in a different size, please contact Caring Clothing customer service via email: info@caringclothing.com.au with your Invoice number and we will do our best to accommodate you.

Items purchased during flash sale periods are included under this sale policy so please ensure you choose your items carefully.

Discount Codes

Only one discount/credit code can be used per order, including the Seniors Discount.

If you have an existing discount code during a sale period, unfortunately only one can be honoured - so it is up to you to decide which ones to use.

If you forget to use the code in your order, we are unable to refund/credit the difference to amend this.

Discount codes cannot be honoured outside their given timeframe.

Returns Form

Step 1

Refer to Returns Policy to ensure eligibility to return your item/s

Step 2

Send items with **Completed Returns Form** to: Caring Clothing
71a Alexandra Road, Lilydale VIC 3140

Step 3

When your items are received, an exchange or refund will be processed.

PLEASE TICK the following conditions that are applicable, to ensure that your return is valid and meets policy and hygiene standards

- ☐ Return within 30 days
- ☐ Return with proof of purchase
- ☐ Items must be unworn, unwashed, unused with all original tags/labels attached, and in original packaging (including plastic tags intact)
- ☐ Items must not be labelled (specific to nursing homes)
- ☐ Returns must be made within the store & country of purchase
- ☐ Item is not listed as an excluded item (**socks, underwear, face masks, sanitiser, swimwear**)
- ☐ ITEMS ARE NOT SALE ITEMS – **PLEASE NOTE WE DO NOT REFUND SALE ITEMS**

Name:	Invoice Number:
Email:	Phone:

CURRENT

EXCHANGE

Product code (refer to invoice)	Product name	Size	Exchange item to (product name and/or code)	Colour	Size

Please: ☐ Exchange ☐ Refund	Reason for return & further comments:
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Important conditions:

- Returns will be processed within 10 business days of reaching us.
- Return shipping is at the customer's expense. We recommend obtaining a copy of your return tracking information as we do not accept responsibility for items that are lost or damaged in transit.
- If you have received a faulty or incorrect item, please email us: info@caringclothing.com.au or call on **1300 365 504** so we can resolve this for you as soon as possible.
- **In accordance with Australian Consumer Law, Caring Clothing are not required to provide a refund due to change of mind or sale items.**
- If a refund is required, we will refund via the same method as you paid on the original invoice.