



REFUND POLICY

www.madeinoz.shop

Effective Date: 01/07/2020

Note: SMECA refers to SME Connect Australasia (Incorporated in Australia) that operates the online store of www.madeinoz.shop

You may request for an exchange or a refund in the form of store credit within 7 days of the date of receipt of your order, should any product be damaged or un-sealed upon delivery. Merchandise must be in their un-used, re-saleable original condition as when it was delivered, and must include its original vendor packaging, price tag(s), and Order Confirmation and/or invoice.

Please contact us via email with photographic evidence of any damages or faults.

Several types of goods are ineligible for returns / refunds including perishable goods such as food, intimate or sanitary goods, personalised items, special orders, gift cards, gift vouchers, electrical appliances, cosmetics & beauty, perfume, jewellery, mattresses, hazardous materials or flammable liquids or gases.

Refunds will be issued in the form of SMECA Online Store Credit (valid for 7 days upon issuance). Amount refunded will take into consideration the total discounts given to the customer at the point of purchase. Any refund may be made in full or in part at the sole discretion of SMECA. There are no refunds for delivery charges, if any.

SMECA reserves the right to reject any exchange or return that does not fulfil any of the above policy or for any other reason whatsoever. The acceptance by SMECA of any request for refund shall not constitute nor be deemed to be an acknowledgment or acceptance by SMECA of any breach, default or liability on the part of SMECA in respect of such product being refunded.