



RETURNS AND REFUND POLICY

Merchandise

At **Coastal Cheer Co.**, we strive to ensure that our customers are completely satisfied with their merchandise purchases. However, we understand that sometimes things don't work out as expected. This Returns and Refund Policy outlines your rights and the process for returning or requesting a refund on merchandise purchased from **Coastal Cheer Co.**

Consumer Rights under Australian Consumer Law

Under the **Australian Consumer Law (ACL)**, consumers have certain rights when it comes to returns and refunds, including:

- The right to a **refund** or **replacement** if the goods are faulty, not as described, or not fit for purpose.
- The right to a **repair, replacement, or refund** if the goods are defective or if they fail to meet the consumer guarantees.

These rights apply in addition to the policy outlined below.

1. Change of Mind Returns

We do not accept returns or exchanges for items purchased due to a change of mind. Please ensure that you carefully review the details of the merchandise, including size, colour, and style before placing your order.

2. Faulty or Damaged Merchandise

If the item you received is **faulty, damaged, or not as described**, you are entitled to a **refund, repair, or replacement** as per your rights under the Australian Consumer Law.

To be eligible for a return or refund under this category, the item must be:

- **Faulty** (i.e., not working as expected or damaged during shipping),
- **Not as described** (i.e., the product differs significantly from the description or images on our website),
- **Unfit for purpose** (i.e., the product cannot perform the purpose for which it was purchased).

3. How to Return Faulty or Damaged Merchandise

If your item is faulty or damaged, please follow the steps below:

1. **Contact Us:** Reach out to our Customer Support team at [email address or phone number] within **14 days** of receiving the merchandise. Please provide:
 - Your order number,



- A description of the fault or damage, and
 - Photographic evidence of the fault or damage.
2. **Return Instructions:** Once we confirm your return request, we will provide you with detailed instructions on how to return the item.
 3. **Processing the Return:** After we receive the returned item, we will assess it. If we confirm the item is faulty, damaged, or not as described, we will offer you:
 - A **refund** to your original payment method, or
 - A **replacement** of the item (if available), or
 - A **repair** of the item (if applicable).

Please note that we may or may not cover the cost of return shipping for faulty or damaged items, depending on the circumstances.

4. Non-Refundable Items

The following items are non-refundable:

- Items purchased due to a **change of mind**,
- Items that have been **worn, washed, or used** in any way,
- Items without their **original tags** still attached or **packaging** removed,
- Gift cards or vouchers.

5. How to Request a Refund or Exchange

To request a refund or exchange for faulty or damaged merchandise, please follow these steps:

1. **Contact Us:** Email us at coastalcheerco23@gmail.com or call 0475 145 359 to initiate the return. Provide your order number and a detailed description of the issue.
2. **Return the Item:** We will provide you with instructions for returning the faulty or damaged item.
3. **Assessment and Outcome:** After we receive and inspect the item, we will notify you of the outcome and process a refund or exchange where applicable.

6. Processing Time for Refunds

Refunds will be processed within **7-14 business days** from the date we receive the returned item. The refund will be credited to your original payment method.

7. Shipping Costs

- **Faulty/Damaged Items:** If the item is faulty or damaged, we will cover the return shipping cost.
- **Change of Mind:** If you are returning an item due to a change of mind (where applicable), you are responsible for the return shipping costs.



8. Contact Us

If you have any questions or concerns regarding our Returns and Refunds Policy, please contact us at:

- **Email:** coastalcheerco23@gmail.com
- **Phone:** 0475 145 359

Important Notes:

- The **Australian Consumer Law** provides you with certain rights that this policy does not limit. If you are entitled to a remedy under the ACL, this policy will apply alongside those rights.
- We encourage you to review the merchandise carefully before purchase to avoid returns due to change of mind, as we cannot accept returns in this case.