

REFUNDS AND RETURNS POLICY

Overview

Our refund and returns policy lasts 7 days (Product Purchases Only). If 7 days have passed since date of purchase, we can't offer you a refund or exchange.

Please choose products carefully.

There are certain conditions that need to be met for an exchange, full or partial refund:

- Item must be in original condition, undamaged and unopened/unused.
- If being returned by any means other than in person, freighting for return and new product dispatched is at customer expense

There are certain situations where we cannot offer any refund or exchange

- No perishable items will be refunded or exchanged
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error will not be refunded or exchanged

Once orders leave the premises, we take no responsibility. This includes freighting. If you would like to purchase insurance for freighting, please advise and we will let you know cost. We do not add a fee for this. It is purely the cost involved per carrier.

Refunds

Road Transport & Flight bookings

Amendments and cancellations

1. Once we receive the transport/boarding information and booking request from you, any amendments to a booking will incur fees. Fees will vary depending on the change required and will be advised prior to making any amendments to your booking.
 2. All amendments to a booking and any variations to this Agreement must be agreed in writing by AUSSIE PET CONNECTIONS, unless otherwise indicated by us.
 3. If you cancel a booking, we will charge you a cancellation fee of no less than \$33.00 along with any additional costs AUSSIE PET CONNECTIONS may have reasonably incurred prior to receiving notice of the cancellation of the booking.
- 3a. Any cancellation same day as departure NIL REFUND
 - 3b. Any cancellation one business day prior to departure 50% refund
 - 3c. Cancellations and amendments two business days or earlier to departure date no less than \$33.00.
 - There is a lot of planning/coordinating that goes into each trip. Changes so close to date of travel require quite a bit of logistic reshuffling and admin.

Brachycephalic Bookings

Brachycephalic Breed booking cancellations will incur a minimum fee of \$110

- **MISSED FLIGHTS** - You must advise as soon as practical if you know you will not make flight time. We cannot guarantee any refund on flight payments. You WILL be liable for all charges on missed flights. IN MOST CASES, YOU WILL NOT RECEIVE ANY REFUND OF FLIGHT PAYMENT for missed flights.
- **PLEASE BE ADVISED THAT THERE IS NO REFUND ON COMPLETED OR PARTIALLY UTILIZED FLIGHTS, MISSED FLIGHTS, COMFORT STOPS OR ROAD TRANSPORT SERVICES WHICH HAVE BEEN PROVIDED.**

Alterations to Flight Bookings

- Any changes may incur a fee of \$33 per change

Refunds

By post:

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If approved, then your refund will be processed, and a credit will automatically be applied to your credit card (Minus any fees) or original method of payment, within 7 days.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund, please do not call. Contact us at carmel@aussiepetconnections.com.au

Using this method, we have a trail we can refer to which helps us resolve any issues quickly.

Sale items

Only regular priced items may be refunded. Sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at carmel@aussiepetconnections.com.au and we will provide details regarding return address or suitable time to return in person.

Shipping returns

To return your product, you should first send us an email as above and we will send address details for return.

You will be responsible for paying for your own shipping costs for returning your item(s). Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Need help?

Contact us at carmel@aussiepetconnections.com.au for questions related to refunds and returns.