

Returns & Refunds Policy

Last Updated: July 2026

At Little Nudge, we genuinely want you to love your purchase.

Every order is carefully packed and checked before it leaves us. If something isn't right, we'll always do our best to make it right.

Change of Mind

As a small business, we do not offer refunds or exchanges for change of mind.

Please choose carefully before placing your order.

This does not affect your rights under Australian Consumer Law.

Damaged or Faulty Products

If your order arrives damaged, faulty or isn't what you ordered, please contact us within 7 days of receiving your parcel.

Please email us at:

hello@jessspring.com.au

Include:

- Your order number
- A brief description of the issue
- Clear photographs of the product and packaging

Once we've reviewed the information, we'll work with you to arrange an appropriate solution, which may include:

- A replacement product
 - A refund
 - Another suitable resolution
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Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Incorrect Orders

If you've received the wrong product, please contact us as soon as possible.

We'll organise the correct item to be sent to you and provide instructions for returning the incorrect product if required.

Lost Parcels

If your parcel appears to be lost during transit, please contact us.

We'll work with our delivery partner to investigate and help resolve the issue.

Contact Us

If you have any questions about your order, we're always happy to help.

Little Nudge

Jess Spring (Sole Trader)

Young, NSW, Australia

 hello@jessspring.com.au

Thank you for supporting a small Australian business. Every order truly means the world to us.