

REFUNDS & RETURNS POLICY

Lime Tree Kids makes every effort to be fully transparent at all times. Accordingly, we have developed this Refunds & Returns Policy to ensure that you are fully aware of your rights with respect to refunds and returns.

Returns and refunds

If you are concerned about your entitlement to a refund or exchange, we recommend that you read on to learn about your rights and our obligations to you.

Your entitlement to a refund or exchange

You will be entitled to a refund or exchange where we are required to do so under any relevant laws and on the condition that you provide a transaction confirmation or a receipt number from your purchase. Failure to do so may result in your request for a refund being rejected.

In the event that you believe that you are entitled to a refund or exchange, you must email us at customerservice@limetreekids.com.au or call us on 1300 079 886 and provide us with:

- your full name and address;
- the original order number; and
- the reason for claiming the refund or exchange.

You will not be entitled to a refund or exchange if you have simply changed your mind.

Returning products to us

Once your request to return a product has been processed and accepted, you will be provided with email confirmation authorising the return.

To return a product to us via post:

1. Complete the 'returns form' that we will provide to you upon your request.
2. Place the 'returns form' with the items that you are returning and carefully wrap (it's best if the items are in their original condition).
3. Send the product/s to us at Lime Tree Kids, Unit 4, 34-40 Bennet Ave, Melrose Park SA 5039.

Condition of returned products

We reserve the right to assess the condition of a returned product prior to offering a refund or exchange. This may result in a refund or exchange being refused by us.

Return delivery charges

We will not be responsible for lost, stolen or damaged return deliveries. We recommend that you return the product to us via Registered Post so that the delivery can be tracked, and that you take out shipment insurance.

You may be entitled to a refund equal to the cost of the product only. We will take responsibility for shipping costs to return products to you. However, we reserve the right to charge you for any postage costs incurred for returns, should a refund or exchange be declined or if you've changed your mind.

Provision of refunds or exchanges to you

After assessing the condition of the returned products and if your refund is approved, we will send you an email confirming that your refund has been issued. Refunds will generally be processed within seven (7) business days of our receipt of returned products.

All refunds will be issued via the same payment method used to purchase the products. There may be delays in the provision of the refund that may be caused by the issuing bank. Please contact us if you have not received your refund within ten (10) days of us notifying you that a refund has been issued.

Enquiries

If you have any questions regarding our Refunds & Returns Policy, please email us at customerservice@limetreekids.com.au.

Refunds & Returns Policy last updated on 22 July 2019.