

Customer satisfaction is extremely important to us. If you are unhappy with your purchase for any reason, we are happy to accept returns or exchange within 30 days of delivery.

Unfortunately, we cannot accept a return or exchange on paper, cut merchandise like bookcloth and custom-made products. Customers are responsible for shipping costs on any returns or exchanges. All returned goods must be:

- Are in saleable condition;
- Have not been used;
- Are received back within 30 days of date of purchase in good order; and
- Are accompanied by a copy of your invoice or proof of purchase.

We will then refund you the purchase price (excluding the freight fee). All transactions are in Australian Dollars, we are not responsible for variations in the exchange rate.

Customers are responsible for all return postage costs for change of mind returns.

This change of mind policy does not affect your rights under the Australian Consumer Law. If you purchased a product with a major fault, you have the right to ask for your choice of a replacement or refund. Further information is available

at <https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>