

3. Refund & Returns Policy

Refund & Returns Policy

We want you to be satisfied with your purchase. This policy outlines your rights under Australian Consumer Law.

Faulty or Damaged Products

If your product arrives damaged, faulty, or incorrect, contact us within **7 days** with your order details and photos. We will arrange a replacement or refund as required by law.

Change of Mind

Due to the nature of food and beverage products, we do not offer refunds for change of mind.

Incorrect Address

If an incorrect address is provided, we cannot guarantee replacement or refund.

How to Request a Return

Email us at australia.onoffer@gmail.com with:

- Order number
- Description of the issue
- Photos (if applicable)

We will respond promptly with next steps.