

The Faraway Tree Charleville

Refund and Returns Policy

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Overview

Our refund and returns policy lasts 30 days. If 30 days have passed since your purchase, we can't offer you a full refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Some items cannot be returned:

Gift cards

Downloadable software products

Some health and personal care items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted:

Book with obvious signs of use

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after delivery

Refunds

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 you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of 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 yet, please contact us at [farawaytreecharleville@gmail.com](mailto:farawaytreecharleville@gmail.com).

#### 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 [farawaytreecharleville@gmail.com](mailto:farawaytreecharleville@gmail.com) and send your item to: The Faraway Tree, 108 Alfred Street Charleville Qld 4470.

In the event of handmade clothing not being the correct fit or appropriate for the recipient, please contact the store owner at [farawaytreecharleville@gmail.com](mailto:farawaytreecharleville@gmail.com) to reach a solution. We will endeavour to provide an alternative item for an exchange.

#### Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

#### Shipping returns

To return your product, you should mail your product to: The Faraway Tree, 108 Alfred Street Charleville Qld 4470.

You will be responsible for paying for your own shipping costs for returning your item. 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 [farawaytreearcharleville@gmail.com](mailto:farawaytreearcharleville@gmail.com) for questions related to refunds and returns.