

## REFUNDS & RETURNS POLICY

The Trustee for Klein Family Business Trust trading as Snotty Noses Australia A.B.N.20 803 630 205 (**we, us, our, or Snotty Noses**) 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.

### Satisfaction Guarantee

The Snotty Noses Satisfactory Guarantee applies to the following items:

- The Snotty Nasal Aspirator; and
- All Vaporisers
- All Sound Spas

If you are not satisfied with your purchase, you may return it to Snotty Noses within 30 days of the delivery date (the **Guarantee Period**), to receive a full refund of the purchase price, less a \$7 processing fee.

We request that you return any items in their original packaging.

The Snotty Noses Satisfaction Guarantee is subject to you, before returning any item to us under the Snotty Noses Satisfaction Guarantee, you email us a ten-second video of the item working, to demonstrate to us that the item is not faulty, but rather, you have simply changed your mind. We will, upon our assessment of, and satisfaction with, the video, email you a Return Code that you are to display on the parcel to be returned.

We request that you return any items in their original packaging.

Any refund requests outside of the Guarantee Period must be made in accordance with the below.

Please note that the Snotty Noses Satisfaction Guarantee does not apply to sale items.

### 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, including the Australian Consumer Law. You may ask for a refund or exchange if an item has a major problem or is significantly different to what you asked for.

In the event that you believe that you are entitled to a refund or exchange, you must 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 where you have simply changed your mind, so please choose products carefully.

### **Returning items to us**

If you wish to return an item to us, we recommend that you do so as soon as possible after becoming aware of the issue prompting your request for a refund or exchange. Delayed claims for refunds or exchanges may lead to your request for an exchange or refunds being rejected.

We reserve the right to assess the condition of a returned item prior to offering a refund or exchange. This may result in a refund or exchange being refused by us. You may be entitled to a refund equal to the cost of the item only. You may be entitled to an exchange for an identical item, or one of a similar value.

### **How to return items:**

Package the item/s in a shipping bag or box that will prevent damage in transit. We recommend similar packaging to what you originally received the item/s in. If possible, include the original box for the returned item.

Snotty Noses takes no responsibility for items that are returned but become lost or not delivered to us. If you are concerned about loss or damage in transit, you should consider adding tracking or insurance. However, this is at your sole discretion, and Snotty Noses makes no representations or warranties in relation to the security of returned item/s.

Send the item/s to Snotty Noses Australia at PO Box 316, Stones Corner, Queensland 4120.

Upon receipt of the item/s, we will inspect them and if they are returned in accordance with this Refunds & Returns Policy and we are satisfied that you are entitled to a refund or exchange, we will issue you with a refund or exchange.

### **Return delivery charges**

We recommend you return the item to us via Registered Post so that the delivery can be tracked. All shipping costs will be the responsibility of the customer, until such time that we have confirmed that there is a fault with a product or that we have made a shipping error.

### **Provision of refunds or exchanges to you**

If after assessing the condition of the returned item/s, your refund is approved, we will send you an email confirming that your refund will be issued. Refunds will generally be processed within seven (7) days of our receipt of returned items.

All refunds will be issued via the same payment method used to purchase the items. 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 five (5) days of us notifying you that a refund has been issued.

### **Enquiries**

Please [email](#) us if you have any questions regarding our Refunds & Returns Policy.

*Refunds & Returns Policy last updated on 17 March 2018.*