



The Auslan Factory Returns and Refunds Policy

RETURNS

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unused, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@theauslanfactory.com.au. Please note that returns will need to be sent to Roleystone, WA, 6111, Australia.

If your return request is accepted, return postage is at your own expense. Please note that a detailed address will be provided upon acceptance of the return request. Items sent back to us without first requesting a return will not be accepted. Please note that if your country of residence is not Australia, shipping your goods may take longer than expected.

You can always contact us for any return questions at info@theauslanfactory.com.au.

Damages and Issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Certain types of items cannot be returned, like custom products (such as special orders or personalized items). Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return to let you know whether the refund was approved. If approved, you'll be automatically refunded on



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your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we approved your return, please contact us at info@theauslanfactory.com.au