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## **Return & Refund Policy**

Last updated: 05/04/2026

At Coffee and Crime AU, we want you to love what you ordered. If something isn't right, we'll make it right in line with Australian Consumer Law.

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### **Returns**

We accept returns within 14 days of delivery.

To be eligible for a return:

- Items must be unused, unworn, and in original condition
- Items must be returned in original packaging
- Proof of purchase (order number or receipt) is required

To start a return, contact us at [your email] with your order number.

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### **Change of Mind**

We do not offer refunds for change of mind, including incorrect size selection or ordering the wrong item.

Please check product descriptions and sizing carefully before purchasing.

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### **Faulty, Damaged, or Incorrect Items**

If your order arrives damaged, faulty, or incorrect, please contact us within 7 days of delivery at [coffeeandcrimeau@gmail.com](mailto:coffeeandcrimeau@gmail.com)

Include:

- Your order number

- Clear photos of the issue

We will offer a replacement, repair, or refund as required under Australian Consumer Law.

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## Refunds

Once your return is received and inspected:

- You'll be notified of the outcome
- Approved refunds will be issued to your original payment method

Please allow 5–10 business days for your bank to process the refund.

Shipping costs are non-refundable, unless the item is faulty or incorrect.

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## Exchanges

We only offer exchanges if the item is:

- Faulty
- Damaged
- Incorrect

We do not offer exchanges for change of mind or sizing issues.

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## Return Shipping

- Customers are responsible for return shipping costs unless the item is faulty
- We recommend using a tracked shipping service, as we cannot guarantee receipt of returned items

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 **Australian Consumer Law**

Nothing in this policy limits your rights under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

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 **Contact Us**

For all return enquiries, please contact:

[Coffeeandcrimeau@gmail.com](mailto:Coffeeandcrimeau@gmail.com)

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