**RETURN POLICY:**

*Exchanges and Returns:*

If you wish to exchange or return your order, you must notify Albert & Merlin customer service within 14 days from the receival of your order.

You can contact customer service on email **admin@albertandmerlin.com** or call **+61 451 155 584**.

*Returns:*

If you are unhappy about an item purchased from us, you may return it to us and we may, at our discretion, provide an exchange or store credit equal to the amount you paid for the returned item, Store credits must be redeemed within 12 months from the date of original purchase and can only redeemed online.

Upon receipt of notice of return, we will provide you with a shipping address and return details. All goods must be received back by us in new and unused condition (including packaging) within 14 days of purchase for an exchange or credit to be issued. You will be responsible for any return shipping cost of undamaged or non-defective items.

*Refunds:*

We do not provide refunds for change of mind on goods purchased via the online store, but will be happily provide an exchange or 12 month store credit. Please contact us within 14 days of purchase on [**admin@albert&merlin.com**](mailto:admin@albert&merlin.com) or call **+61 451 155 584**. All goods must be received in a new and unused condition (including packaging) within 30 days of purchase for an exchange or credit to be issued. You will be responsible for any shipping on change of mind exchanges. It is important that you do not break any seal/label on the product. If the seal/label is broken, you cannot use your right of withdrawal. If you have received a free gift as a part of your purchase, you must also return the free gift to us, if you no longer meet the conditions for receiving the free gifts. Please read *Terms and Conditions for offers and free gifts*.

*Faulty goods:*

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to a major failure.

Whilst ever attempt is undertaken to ensure your goods arrive in perfect conditions, occasionally this does not happen. You must contact Albert & Merlin within 48 hours to advise us of damaged for faulty goods. Please contact our online store at [admin@albertandmerlin.com](mailto:admin@albertandmerlin.com) or **+61 451 155 584** for return postage details. This is at no charge to you. A new item will be sent to you as soon as returned goods are received and assessed.

*Not covered under Returns and Exchanges:*

* No returns on earrings for hygienic reasons unless faulty.
* Items purchased on sale are marked as final sale unless stated otherwise, returns will not be accepted this includes no refunds, store credit or exchanges, unless deemed faulty.