

AWO

Refund and Return Policy

Discrepancies or Damages

If for any reason your product is faulty, incorrect or arrives damaged, please email us at sales@feelcollaborative.com.au, accompanied with photographs of the item/s, a copy of your confirmation, order receipt and a contact phone number. Notification must be made within three (3) days of receiving your order. No claims will accepted after three (3) days from receipt of goods.

Change of Mind Returns & Cancellations

We can accept returns and order cancellations for incorrect choices or change of mind, for a store credit 'only'. We do not provide refunds for change of mind returns or order cancellations.

If you would like to arrange a return, please email us at sales@feelcollaborative.com.au with your order number, and the items you wish to return, and we will issue you with a Return Authority Number. A Return Authority Number must be received from FEEL Collaborative prior to returning any products. No credits will be issued without a Return Authority Number. Product(s) must be returned in their original packaging and must be unopened, unused and undamaged. Customers are liable for return postage charges.

Unclaimed or Returned Orders

Unclaimed

If you fail to collect your order from the post office within the Post Offices stipulated time-frame (usually 1 week), it will be returned to us.

Incorrect Address

If your order undelivered due to an incorrect address, it will be returned to us.

AWO

If you would like your order re-shipped to you, you will be liable pay a re-shipping fee equal to the amount of the original shipping cost on your order. Where free shipping was received, you will be liable to pay a re-shipping fee as calculated by us based on the weight, size, and classification of your order.

Any unclaimed or returned parcels that you would prefer to receive a store credit for instead of being re-shipped, will have a \$2.50 return/admin fee applied. If your order is returned to us and we do not have any response from you after 14 days of our attempted contact, your order will be cancelled and applied as a store credit, less the original cost of shipping, and a \$10.00 return fee.*We do not provide refunds for unclaimed or returned orders.

Shipping

There is a flat rate shipping fee for all products of \$9.95.

Orders over \$200 will be shipped free of cost.

*Please note: we do not ship to PO Boxes.

What Methods Of Payment Do We Accept?

We accept all major credit cards via STRIPE - an encrypted & secure payment gateway including, Visa, Mastercard, Maestro, American Express, JCB, Apple Pay & GPay.

*Please note: payments made via Bank Transfer can take up to 4 business days to clear our bank account before we can process your order for dispatch, please keep this in mind when selecting this payment option. Unfortunately we do not accept AMEX card payments.

How Long Will It Take To Get My Order?

We aim to dispatch all orders within 1 business day. However, due to the substantial increase in the number of orders we have received, dispatch time is currently up to 3 business days.

Freight times vary depending on each state, and the contents of your order (i.e. if your order contains any dangerous goods, it can only travel via road transport).

AWO

During peak trading times, office closures or busy freight periods (e.g. Christmas and Public Holidays), you may experience a slight delay, however we will endeavour to ensure your package arrives to you as soon as possible.

Who Will My Order Be Shipped With?

Orders throughout Australia are shipped using Australia Post, wherever applicable. Orders exceeding the allowable weight load, or Dangerous Good (DG) limit, will be delivered by TOLL or Local Courier.

Can I Track My Order?

Yes. On Dispatch, you will receive a 'Shipped' email notification that will include your tracking number and link to track your order.

What If My Order Hasn't Arrived After 10 Working Days?

Please check your tracking number via the freight carrier's website for your order's ETA. If your ETA date is overdue, please contact us via email or phone, so that we can investigate this further with our service provider.