

BEE ONE OF A KIND, SENTIMENTO CANDLE CO, AQUARELA HOME & BODY, HERBAL HIREATH

Refund and Return Policy

Change of Mind Returns & Cancellations

We do not refund, exchange or provide credits for products regarding change of mind or incorrect choice so please choose carefully.

Damaged or Faulty Products

If for any reason your product is faulty, incorrect or arrives damaged, please email us at sales@feelcollaborative.com.au, accompanied with photographs, a copy of your confirmation order and a contact phone number. You must notify us of this issue/s within (24hrs) of receiving your products. No claims will be accepted after (24hrs) from receipt of products.

Shipping

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

- **Bee One Of A Kind, Sentimento Candle Co, & Aquarela Home & Body** will provide free shipping for standard shipping orders over \$80 in Australia only.

All suppliers reserve the right to end or change the free shipping offer at any time.

*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.

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*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?

Once orders are processed, they will be dispatched by:

- **Bee One Of A Kind:** within 3-7 business days
- **Sentimento Candle Co:** the next business day
- **Aquarela Home & Body:** within 3 business days
- **Herbal Hireath:** within 1-5 business days.

If you do not receive your order within 10-12 business 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 the service provider.

***Please note:** We cannot make guarantees on behalf of Sendle or Australia Post, particularly where delivery times, e-parcel emails and tracking information are concerned. There may also be delays during peak trading periods or busy freight periods and/or public holidays.

Who Will My Order Be Shipped With?

Your order will be shipped via Sendle or Australia Post. On Dispatch, you should receive a 'Shipped' email notification, which will include your tracking number and link to track your order.

*Please note: we cannot make guarantees on behalf of Australia Post regarding ETA.