

BEE ONE OF A KIND, SENTIMENTO CANDLE CO,  
AQUARELA HOME & BODY, HERBAL HIREATH, BANKSIA  
LANE, FROM EARTH, NATUROPATHIC ALCHEMY

### **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](mailto: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 \$14.95. 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. **\*Please note:** payments made via Bank Transfer can take up to 4 business days to clear in 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 Before My Order Is Dispatched?**

**\*Please Note:** Some of the skin, body, face, hair, mouth & bath

care products are prepared by hand, once an order has been placed. This helps to extend product life & ensures optimum quality. This means that some orders will take more time to dispatch.

### **Dispatch Times for Orders:**

- **Sentimento Candle Co:** next business day
- **Aquarela Home & Body:** within 3 business days
- **Herbal Hireath:** within 3-5 business days
- **Banksia Lane:** within 3-7 days
- **Bee One Of A Kind:** within 3-7 business days
- **From Earth:** within 3-5 business days
- **Naturopathic Alchemy:** within 3-7 business days

### **How Long Will It Take For My Order to be Delivered?**

If you do not receive your order within 10-14 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.