

SFE RETURNS POLICY

Please remember to provide a receipt or proof of purchase when returning item items.

Our policy does **NOT** accept 'change of mind'. This does not exclude or replace your rights under Consumer Guarantees of the Australian Consumer Law, regulations or otherwise as required by law.

Damages or Defects

You must ensure that any cosmetics are in saleable condition, that the item is unused or unopened (original packaging or tags attached and where the product seal is not broken or tampered with) the item is not subject to the exclusions listed below.

Please check your product upon delivery and email photos of damages as soon as possible to info@sfe.net.au. We allow 48 hours from receipt of delivery to advise us of such damages. After this, we will not accept returns.

Excluded return items:

Please choose carefully when purchasing merchandise designated as a clearance or sale item (either marked as clearance, sale or reduced) as these returns will not be accepted.

Returns and exchanges will not be provided on the following types of merchandise unless the product fail to meet a consumer guarantee:

- Custom made, monogrammed, personalised, and altered products
- Delivered large electrical, Big & Bulky items e.g., Furniture.
- Pierced Jewellery
- Hosiery or intimate items
- Face Masks
- Bedding accessories (quilts, pillows, mattress protection items etc)
- Personal care products (electric toothbrushes, shavers, etc)
- Perishable goods such as flowers or food
- Product care plans
- Any personal or cosmetics with seal broken or looks to be used
- Gift Cards or vouchers
- Any merchandise where the GST has been claimed

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Sales to individuals who SFE believes to be resellers or bulk purchasers are final sales, and any change of mind policy does not apply.

If you are unable to provide satisfactory Proof of Purchase, we are unable to provide you with a return or exchange.

We recognise that the option to return an unwanted item is important to our customers. To ensure a positive shopping experience for all customers and to prevent fraud, abuse and misuse of this policy, SFE may refuse to accept items returned if we identify an unreasonable or excessive return pattern and may also restrict or refuse future transactions from such individuals.

Refunds, exchanges or repair requests must be accompanied by any one of the following proofs of purchase documents for change of mind:

- Original register receipt tax invoice (electronic or photograph will be accepted)
- Online Tax Invoice (order confirmations will not be accepted)
- Original return/exchange receipt/gift receipt

Please note that we are not responsible for proving your purchase. You must supply the proof of purchase for us to validate.

Consumer Guarantees

As a consumer, you are entitled to certain guarantees in respect of goods and services purchased from SFE. These guarantees are called Consumer Guarantees and are not affected by the change of mind policy or limited by a defined timeframe.

The Australian Consumer Law, however, does recognise that the relevant time period may vary by product (or service) depending on the nature of the goods (or service), the price paid, and any representations made about the goods (or service).

Where you believe an item is faulty or defective, it may be necessary for us to return your goods to be assessed within a reasonable period of time. If the goods or service has a major failure, you may reject the good or service and seek a refund, exchange or repair or you may keep the item and seek compensation for any drop in value. If the failure is minor, we will repair the item (or, at our discretion, we may replace the item or refund you) within a reasonable time.

Where an item is damaged through misuse, neglect or abnormal use, SFE will not provide a refund, exchange or repair.

Our goods 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 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 of acceptable quality and the failure does not amount to a major failure.