ABN 42 101 667 967

Mail: PO Box 131, Sand own Village VIC 3171 Phone: (03) 9586 9000 Fax: (03) 9546 3999 Email: accounts.receivable@firstpack.com.au

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

We will provide a full refund or exchange the product.

We are not required to provide a refund or replacement if you change your mind.

To complete your return, we require a receipt or proof of purchase.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

We will notify you of the approval or rejection of your refund request.

SHIPPING

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.