

Returns & Refund Policy

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't 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.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days from us receiving your return.

Late or missing refunds (if applicable)

If you haven't received a refund after 30 days, please check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@htawa.org.au.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@htawa.org.au and send your item to: PO Box 1145, SCARBOROUGH, WA, 6922.

Postage

To return your product, you should mail your product to: PO Box 1145, SCARBOROUGH, WA, 6922.

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

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

If you are posting an item to us, you should consider using tracking. We don't guarantee that we will receive your returned item.

Events

A full refund can be obtained if attendance is cancelled by written notification at least 48 hours prior to the commencement of the event. The refund will be processed within 30 days of the commencement of the event.