

## **Return & Refund Policy**

Effective Date: 21st June 2025

Contact: [info@adultshoponline.com.au](mailto:info@adultshoponline.com.au)

At Adult Shop Online, your satisfaction, safety, and discretion are top priority. We're here to deliver quality products that turn up the heat -- but due to the personal nature of our items, we keep our return and refund policy tight, clear, and hygiene-safe.

### **NO RETURNS OR EXCHANGES**

Due to hygiene and safety standards, we do not accept returns or exchanges on any opened, used, or sale items -- no exceptions. This protects our customers and ensures every product is sent in untouched, brand-new condition.

Before purchasing, please carefully check:

- Product descriptions
- Sizing charts (where applicable)
- Photos and packaging notes

Got questions? Reach out before buying -- we're more than happy to help you choose the right product.

### **CHANGE OF MIND**

We do not offer refunds or exchanges for change of mind, due to hygiene considerations. All sales are final unless your item arrives faulty, damaged, or not as described.

### FAULTY OR DAMAGED ITEMS

Under Australian Consumer Law, you're entitled to a remedy if your item arrives:

- Damaged
- Defective
- Not as described

What to Do:

1. Contact us at [info@adultshoponline.com.au](mailto:info@adultshoponline.com.au) within 7 days of delivery

2. Include:

- Your order number
- A brief description of the issue
- Clear photos or video if available

What Happens Next:

- We'll assess your claim (and may request return of the item for inspection)
- If confirmed faulty, we'll offer:
  - Repair
  - Replacement (of equal value)
  - A suitable alternative if the original is unavailable

### RETURN PROCESS (FAULTY ITEMS ONLY)

If approved for return:

- You'll receive return instructions via email
- Securely package the item to prevent transit damage
- Proof of purchase (order confirmation or invoice) may be required

### EXCLUSIONS

Returns will not be accepted for:

- Opened, used, or unsealed products (unless faulty)
- Items damaged by misuse or neglect
- Products altered or modified by the customer
- Any item where the fault was disclosed prior to sale

### REFUNDS

We do not offer monetary refunds.

For approved claims, you'll receive an exchange or replacement item.

Return shipping costs are the customer's responsibility unless otherwise agreed.

### DISCREET RETURNS

We take discretion seriously. All returns will be processed and handled with plain, unbranded packaging.

If the returned item is found not to be faulty, you may be asked to cover return shipping to receive the product back.

### QUESTIONS? WE'RE HERE FOR YOU.

Email us anytime at:

[info@adultshoponline.com.au](mailto:info@adultshoponline.com.au)

By shopping with Adult Shop Online, you agree to this Return & Refund Policy and acknowledge the terms listed above.

Thank you for choosing us to spice up your bedroom -- we love having you here.