

AMY ERBACHER

SHOP TERMS AND CONDITIONS

SHOPCART DISPATCH, DELIVERIES & RETURNS DISCLAIMER

DELIVERIES AUSTRALIA ONLY

SHIPPING METHOD & COSTS:

Australia shipping will incur a flat rate fee of \$10.00.

DELIVERY TURNAROUND:

If all items are in stock please allow up to 5 working days before querying your parcel. If we are out of stock of any of your order, we will notify you immediately. Our skincare and lifestyle products are hand crafted, and occasionally due to high volumes we may run out of stock. Please be patient and we will soon endeavour to have your product/s shipped and hopefully sent within a 2-week period.

CHECKING YOUR ORDER STATUS:

Once you have placed your order you will receive a confirmation email. If you do not receive a confirmation email please contact us directly –info@amyerbacher.com

TRACKING NUMBER:

When we dispatch your goods, you will receive an email with your tracking number.

NB:

To track your goods, go to austpost.com.au and enter your tracking number in the top right hand box on the homepage page, to track your order's progress and/ or delivery date.

LOSS OF GOODS:

We at Amy Erbacher Skin Health will take no responsibility for goods being lost in transit. Please ensure you provide us with an address where you will be able to sign and receive your Australia Post parcel.

REDIRECTION FEE:

If your item has not been received, due to not claiming your item at your local post office (in the instance that you have received a card from Australia post) a redirection fee of \$15 will be charged.

RETURNS

*Should you make a product selection error when ordering online we will gladly exchange your ITEM for the ITEM you intended to purchase. Amy Erbacher Skin Health will allow a 7-day period ONLY to REPORT any ordering discrepancies.

The returned item must be unopened and in its original saleable condition. Please note **YOU** are responsible for the shipping and additional postage charges. In all cases, original proof of purchase, a receipt must be provided of purchase to process any refund or exchange.

*In the rare case of any reaction on the skin please email a photograph of the reaction to info@amyerbacher.com

*Products returned less than 80% full will not be accepted and you cannot have the option of exchanging or a refund.

*Returns on products that have been opened will ONLY be accepted for credit or replacement, if the product or packaging is defective or faulty. We will refund you for your return freight.

Credit or replacement returns must be mailed to us within 7 days of delivery time and must be accompanied by a Returns Form.

Before goods are returned, please email Amy Erbacher Skin Health info@amyerbacher.com
We will then supply you with a returns form that must be accompanied with your return goods.

Important:

Any product/s returns to Amy Erbacher Skin Health without a Returns Form cannot be credited or exchanged.

RETURN ADDRESS:

For all returns and exchanges, please deliver to the following address:

AMY ERBACHER SKIN HEALTH
25 Acacia Cir, COWRA, NSW, 2794

*Pleasure insures appropriate packaging (bubble wrapping) is supplied when sending products back to us.

*If your return-shipping fee is to be refunded, due to goods being defective or faulty please provide proof of your shipping cost. (E.g. please photograph or include your receipt in the packaging along with your goods and the returns form.) Once proof of shipping costs have been cited, we will refund this cost to a value of up to AU \$20.00

*Please retain your postal tracking number receipt from the provider until you are certain Amy Erbacher Skin Health has safely received your parcel. We may need to see this if we fail to receive your package.

We will do our best to process returns within 7 business days of receipt and a reimbursement or product exchange will be issued in the original form of payment or product/s purchased.

GIFT CERTIFICATES:

*Gift vouchers are shipped free of charge via Express Post.

Gift certificates make beautiful gifts for loved ones and friends. Contact us at Amy Erbacher Skin Health to organize one of our gorgeous certificates and we endeavor to brighten the day for that special someone.

PROMOTIONAL CODES:

Amy Erbacher Skin Health has special offers that can be applied to your order by using a promotional code that we provide to you. In order to take advantage of these promotions, you must enter the promotional code in the space provided on the Voucher Code page (found after you have entered your shipping address details) and hit the “apply” button.

NOTE:

Promo code can only be used once and this code cannot be used for any other sales that are on offer.