

Breakable Returns Policy

Online Returns Policy

We value our customers at Breakable, and are committed to making your shopping experience easy and stress-free. Our returns policy is in addition to your rights under the Australian Consumer Law. If you are not satisfied with your purchase, you can return most products within 14 days of purchase, with the below outlined terms:

- You have a valid proof of purchase;
- The product has not been used or damaged;
- The product must be in its sealable condition (i.e. product in its original packaging, unopened, unused);

Breakable will accept product returns and provide you with an exchange, or refund where:

- The product is faulty or is not of acceptable quality;
- The product is damaged in transit;
- The product is incorrectly shipped;
- Significantly different to those shown or describe to you;
- The product is not fit for its intended purpose;
- The product is unsafe

Breakable is happy to offer a return if you change your mind, but also reserves the right to decline a return if the requirements are not satisfied within our policies. Exchanges or refunds for change of mind cannot be offered for:

- Gift cards and vouchers;
- Baby Formula
- Vitamin Supplements
- Consumable Products
- Any product that is purchased as part of an order

How To Return Your Product

We take great care in ensuring your products are delivered in safe and good condition, however if your product arrives damaged, please contact our Customer Service to assess the damage, and to work



out a solution. In addition to providing proof of purchase, you may also be requested to provide photograph evidence of the damage for our team to process your return/ refund promptly.

Once your product is authorise for return, we will email you a “Postage Paid” parcel instructions. For Change Of Mind returns, the original shipping fee will not be refunded. For Consumer Guarantee returns, please contact our Customer Service to arrange collection of the product to be delivered back to our warehouse for evaluation, exchange, or refund.

Credit Cards

If your products are purchased using a credit or debit card, any applicable monies will be processed to the card used to purchase the product.

If you have further questions regarding our return policy or require any further assistance, please contact us by either emailing info@breakable.com or call +612-8188 2488.