

## **TERMS & CONDITIONS**

### **Our Returns Policy**

If you wish to return an item because you have changed your mind, BLUE BUTTERFLY SKYE reserves the right not to offer a refund. If an item has arrived broken or damaged we will send out another item to replace it.

This refund policy is not intended to exclude or limit any rights which you may have under the Competition and Consumer Act 2010 (Cth) or equivalent State or Territory laws.

### **Our Delivery Policy**

We want each order to reach you as quickly as possible. So that you know what to expect, we provide some general guidelines here, though the timing of delivery of your order may be slightly different to that outlined below.

### **Delivery Methods**

We currently use Australia Post as our Delivery Partner to deliver your parcel safely and quickly.

### **Delivery Time**

Delivery times usually take between 1 to 7 working days for Australian deliveries and sometimes longer for remote areas.

These delivery times relate only to business days, Monday to Friday, and exclude weekends and Australian public holidays.

Whilst we make every effort to deliver by the estimated timeframe, all dates specified are estimates only. We have aligned ourselves with transport partners who we believe will always do their best to deliver products by the estimated delivery date. We can't be held liable for loss or damage resulting from late delivery but we will do our best to help you in these circumstances.