



Returns and Refunds Policy

Coffs Harbour Nursery's returns and refunds policy is designed to ensure your satisfaction with your purchase, in addition to complying with the Australian Consumer Law. Please read the following information carefully to understand your rights under this policy and our obligations to you.

Change of Mind:

At Coffs Harbour Nursery, we understand that sometimes you may change your mind about a purchase. While we are not legally obligated to provide a refund or replacement for a change of mind, we want you to love our products as much as we do. Therefore, we may, at our discretion, offer a refund, exchange, or issue a voucher/gift card for the value of the item, provided the following criteria are met:

- The request is made within 14 days of the purchase date.
- You provide a valid and intact proof of purchase.
- The goods are in as-new condition, unused, and in their original packaging with tags attached.

The product does not fall into any of the exclusion categories listed below.

If the above conditions are met, a refund may be issued in the same tender as the original transaction. For example:

Debit and credit card refunds must be processed onto the card used for the initial purchase. If your refund is processed in-store, you must physically present this card for the refund to be processed.

If paid by cash, you will receive a cash refund.

If a Coffs Harbour Nursery voucher/gift card was used toward your purchase, a voucher will be reissued for the initial voucher/gift card amount.

Please note that certain product categories are not eligible for change-of-mind returns, including:

- Clearance stock of any sort, including permanently discounted lines and floor stock.
- Gift cards/vouchers.
- Products ordered for commercial use.
- Products described as "Customer Order."

Faulty/Damaged Goods:

In addition to the manufacturers' guarantees for selected products, Coffs Harbour Nursery and its suppliers provide a guarantee of acceptable quality on every product, as required by law. If the goods have a major fault, you are entitled to a replacement or refund, as well as a refund for any reasonably foreseeable loss or damage. If the goods fail to meet acceptable quality but do not amount to a major failure, you are entitled to have the goods repaired or replaced.



Refund or Exchange of Faulty Goods:

Coffs Harbour Nursery may provide a refund, exchange, or repair for goods deemed faulty under the following circumstances:

- You provide a valid and intact proof of purchase.
- The goods are assessed by Coffs Harbour Nursery as being faulty.

If your goods are deemed faulty, and a refund is the most appropriate course of action, it will be issued in the same tender as the original transaction. For example:

- Debit and credit card refunds must be processed onto the card used for the initial purchase. If your refund is processed in-store, you must physically present this card for the refund to be processed.
- If paid by cash, you will receive a cash refund.
- If a Coffs Harbour Nursery voucher/gift card was used toward your purchase, a voucher/gift card will be reissued for the initial voucher/gift card amount.

Without Proof of Purchase:

If Coffs Harbour Nursery cannot confirm that you purchased the product directly from us, we have the right to decide whether to accept your product for return and refund of the purchase price.

Trade Account Returns/Exchanges:

If you are a Trade Account customer and wish to return or exchange goods, please present a copy of the original invoice in-store, along with the goods, to arrange an Account Credit. Please note that commercial quantities are not returnable.

Exceptions:

Unfortunately, we cannot offer a refund or exchange on the following items:

- Commercial product quantities.
- Custom-made