

# RETURN & REFUND

## How do I return an item for a refund?

If you're returning an item and require a replacement, please re-order online. Please follow our step by step how to return your purchase for a refund.

- 1.** Complete your "Midford Return Item" form in full, with all information provided as requested.



- 4.** Post your return parcel at any Australia Post office at your expense.



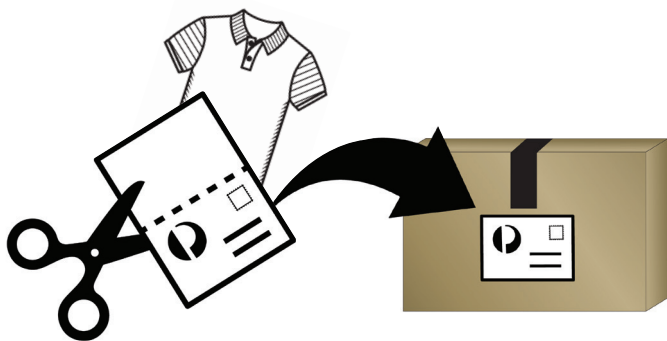
- 2.** Select the item that you wish to have refunded and select your reason for return. Review and confirm your details.



- 5.** It takes a few days to reach our fulfilment centre, that's why processing your refund may take up to approx. 7 business days. We will keep you posted along the way so keep an eye out on your inbox.



- 3.** Cut out your return shipping label and attach it to your return parcel, along with your goods.



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## How long will it take for me to receive my refund?

Refunds will be processed back onto the credit card or PayPal account used to make the original purchase once we have received your items and stock has been checked. Please allow up to 7 working days for your refund to be processed. Please keep in mind your financial institution can take an extra few days to return the funds to your account.

## What if the item I have purchased is faulty?

We take extreme care in ensuring our goods are of the highest quality. However, if for any reason you find a fault with one of our products, you will be entitled to the following remedies under the Australian Consumer Law:

1. Refund of products for major failure or faults; or
2. Refund if the product fails to be of acceptable quality and the failure is not a major failure.

In assessing a claim for faulty products, the Australian Consumer Law allows us to take into account how much time has passed since you bought the product, how the product has been used, the length of time for which it is reasonable for the product to be used and the amount of use the product could reasonably be expected to tolerate before the failure becomes noticeable.

If you believe you have received a faulty product or there has been an error with your shipping, please contact our customer support team at [online@midford.com.au](mailto:online@midford.com.au). We will cover all associated shipping costs in the event of a faulty product or an order error on our behalf.