

Care Cover Return and Refund Policy

Thank you for shopping at www.carecoveraustralia.com.au. This return and return policy pertains only to Care Cover products purchased from Care Cover's website – www.carecoveraustralia.com.au

The following guidelines outline Care Cover's commitment to refunds and exchanges.

If the product you have ordered from www.carecoveraustralia.com.au is delivered damaged or is not the product that you have ordered, you have 5 calendar days to notify us of the issue and request either a refund or an exchange.

We do not give refunds simply for a change of mind or if you have ordered a product that is not suitable for use on the material of your furniture.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must also be in the original packaging.

If you are returning your Care Cover products due to them being damaged or because you received a product different to what you ordered, we will organise for a pre-paid satchel to be sent to you in order to return the products to us. The product must be returned within 5 calendar days of you receiving the pre-paid return satchel.

You must return your item with the receipt to demonstrate proof of purchase.

Once we receive your item, we will inspect it and notify you that we have received your returned item. If your return is approved, we will immediately notify you on the status of your chosen course of action, being either refund or exchange.

If you have chosen to receive a refund, you will receive the credit within 7 business days, depending on your card issuer's policies. If you have chosen to receive an exchange, the correct product will be sent to you on the next business day following your exchange being approved.

If you have any questions regarding this policy, please contact the Care Cover Accounts Department on 1300 453 284 or via the website www.carecoveraustralia.com.au