
PINEAL CRESCENT RETURN, REFUNDS & SHIPPING POLICY

RETURN, REFUNDS & SHIPPING POLICY

RETURNS AND REFUNDS.

All Transactions and purchases made on the site is final and **PINEAL CRESCENT** offers no return and exchange unless it can be clearly shown that the product shipped is defected.

(a) Damaged in shipment

If you receive your product and it has been damaged during shipment, please email us at info@pinealcrescent.com.au within 10-15 business days of receiving the shipment. Include a description of the damages and include pictures if possible. This information is extremely helpful to us in making sure that our products are packaged and shipped properly. We will arrange for the damaged products to be replaced.

(b) Important conditions for return

Please note that you can only return a product if it is defective. The product returned shall be inspected on its receipt. Please ensure that the following conditions are fulfilled before returning the product:

- The product shall be in unused and original condition;
- You shall inform about the return of the product to us within a period of 10-15 business days;
- You shall not accept any open box deliveries;
- The return package shall include everything that arrived with the package when you made the purchase, including price tags, labels, original packing, freebies & accessories, invoices/warranty cards and other documentation.

(c) Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

SHIPPING

Delivery time of 10 to 153 working days, to the address of the User / Customer since the tracking number is received.

The messaging service is carried out with tracking control. We have the express right to use any Courier service as we deem fit.

Please note that shipping fees would be calculated together with your order price upon checkout.

PLACE OF DELIVERY, DEADLINES AND LOSSES

Approximate delivery times are estimated approximately, although a delay in delivery will not be a reason for penalty.

PINEAL CRESCENT will not be liable for errors caused in delivery when the delivery address entered by the User / Customer in the order form does not match the reality or has been missed.

Depending on the destination of the order, various ways or methods of shipping can be used, each method and each destination have shipping times that are specified in the order confirmation process.

Deadlines may change for logistical reasons or for reasons of force majeure. In cases of delays in deliveries, PINEAL CRESCENT will inform its User/Customer, as soon as it has knowledge of them.

Each delivery is considered made from the moment the company makes the product available to the User / Customer, which is materialized through the control system used by the transport company.

Delays in delivery shall not be considered those cases in which the order has been made available to the User/Customer, by the transport company within the agreed time and could not be delivered for cause attributable to the User/Customer.

When the order leaves our warehouse, you will be sent an email notifying you that your order has been accepted and is being sent.

Important Delivery information On COVID – 19;

Be aware that some products might have longer delivery times than usual due to Covid-19.

If the item that you have purchased takes longer than usual, please let us know as soon as possible so we can attempt to resolve the issue.

We are expecting to return to normal shipping times around September. To go along with that we will be adding more products and more designs to the store as well.

DELIVERY DATA, DELIVERIES NOT MADE AND LOSS OF THE PRODUCT.

If the User/Customer is absent at the time of delivery, the carrier will leave a note indicating how to proceed to arrange a new delivery.

We would contact you and embark on a series of follow-up actions aimed at ensuring that delivery occurs.

If after 7 working days after the departure to delivery of the order has not been arranged delivery, the User / Customer should contact the administrator of the website.

In the event that the User/Customer does not do so, after 10 working days from the departure to delivery of the order, it will be returned and the User/Customer must bear the cost of shipping and return to the origin of the order, as well as any associated management costs.

If the reason for not being able to make the delivery is the loss of the order, the transport will initiate an investigation. In these cases, the response times range from one to three weeks.