



OZ GROCER  
5503 55 Swanston Street, Melbourne VIC 3000  
www.ozgrocer.com

## OZ GROCER REFUNDS POLICY

All refunds subject to OZ GROCER ORDER & DELIVERY terms and conditions and all relevant terms and conditions from the suppliers or the third party agencies/representatives. Certain products and services are non-refundable.

OZ GROCER Pty Ltd and its suppliers, its sellers, or the third party agencies/representatives will only allow a refund in the form of store credit or exchange product subject to that returned product is:

- not damaged in any way;
- as new and not used, not opened, and has the original packaging in-tact;
- in resealable condition;
- not broken; and
- returned within **3 days** upon received by you.

You must follow our return process and procedure or must follow the return process and procedures from the supplier or the third party agency/representative.

We can only provide you the store credit or the exchange product once we have received the refunded product which complies with the requirements in this OZ GROCER Refunds Policy.

You will be responsible for the associated risks and costs of returning the product. We strongly recommend you to purchase Insurance Cover for high value product that you refund.

We will inspect and investigate any claims and defects on the returned/refunded product prior providing a remedy or a solution in relations to the refunded product. At certain situations, in order to help our investigations, we will send the refunded product to third party agencies for repair or assessments.

Should the refunded product does not meet the requirements and the conditions of this Refunds Policy, hence, you must be responsible to pay the cost of re-delivering your refunded product back to your nominated address.

All GST (Goods & Services Tax) claimed products/items/merchandises under the TRS (Tourist Refund Scheme) are **EXCLUDED** under this Refunds Policy unless you can provide the proof of repayment of the GST upon your return to Australia.



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Due to hygienic reasons, following products are **NON-REFUNDABLE** and **EXCLUDED** from this Refunds Policy:

- Disposable & Reusable Face Masks
- Food Products
- Perishable Items
- Hosiery & Socks
- Underwear & Swimwear
- Sexual Health Products & Adult Toys
- Hand Sanitisers
- Baby Wipes & Tissues
- Nappies/Diapers & Tampons
- Serviettes & Paper Towel
- Toilet Paper & Toilet Roll
- Cleaning Products
- Medicinal & Health Products
- Pharmaceutical & Cosmetics/Beauty Products
- Personal Care Products
- Headset/Headphones & Earphones
- Books
- Bed sheets & Mattresses

- Pillows & Pillows Protectors
- Jewelleries
- Appliances
- Furniture (both assembled & unassembled)
- Downloadable & Digital Codes, including subscriptions and movies
- Phone Cards (Prepaid & Recharge)
- Gift Cards
- Unsealed CDs, DVDs, Video Games & Blu-Rays
- Made to order/Custom made items or products



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*This OZ GROCER Refunds Policy is updated on 2nd of Aug 2021*