

Refunds and Returns

Returns on Rainforestation Online

Items purchased from Rainforestation Shop Online that meet the Refunds and Replacement policy can easily be returned via the post or directly instore at Rainforestation Nature Park within 60 days from delivery.

Please refer to our Refund Policy for full terms and conditions.

Returns in store

You can return items that you have purchased online to your local store for an exchange or refund, but you must present proof of purchase, ideally your tax invoice. Our store team member will assess the items and determine whether a refund or exchange will be offered in accordance with our Refund Policy. Refunds will be issued in the same form of tender, e.g. if you paid for your online order through Credit Card or PayPal you are required to present the card associated with your Credit Card or PayPal account in store.

Returns via the post

To return an item that you have purchased from Rainforestation Shop Online that meets the Returns and Refund requirements kindly:

1. Email the Rainforestation Retail Team at retail@rainforest.com.au. Advise the team with photos where possible of the fault with the goods.
The Team will assess each request to make sure it meets returns requirements. We will then organise to have it sent back or a new replacement sent out to you at no cost.

We will charge you for any postage costs if you have changed your mind. If you have requested an exchange of a product that you have purchased online, we will do our best to fulfil your request, however, please note that this is subject to stock availability. Re posting of any exchange items because of change of mind will be at the customer's cost.

**Please note that our Refund Policy applies to the return of all products purchased from Rainforestation Online.*

Rainforestation Returns Policy

All refund rights under both State and Commonwealth laws apply.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced

if the goods fail to be of acceptable quality and failure does not amount to a major failure. If the failure is minor, we reserve our right to offer to repair only. We reserve the right to not offer a refund or an exchange coupon.

Please read the following carefully to ensure you are fully aware of your rights under the policy and our obligations to you.

When you change your mind

- At Rainforestation, we do not refund but will exchange if you change your mind. You have 60 days to return your items (some exclusions apply) at your own expense for exchange, on the condition that the item is returned in a sellable condition with original proof of purchase. Contact with the store directly through email, phone or in-person is required for exchange of product to be confirmed.
- Sellable condition refers to an item hasn't been opened or used, is still in its original packaging and all packaging and accessories are included.

If you can't provide proof of purchase, you will be asked to provide identification for Rainforestation-exclusive products, containing your full name. We will record your name and form of identification provided, and we will offer you an exchange or credit to the value of the current price of that product.

- If you can't provide proof of purchase and the item is national branded, we will be unable to provide you with an exchange coupon or refund.

Excluded change of mind items

The following items cannot be returned if you change your mind:

- Cosmetics / Beauty products (if hygiene seal is broken)

Other products

Rainforestation will accept returns and provide you with a refund (refund will be provided using original payment method) if:

- The item is faulty or is not of acceptable quality, or
- The item is not fit for its intended purpose, or
- The product does not match the sample or our description; and
- You can present a Rainforestation receipt or other adequate proof of purchase.

Rainforestation may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. We reserve the right not to offer an exchange voucher, refund or repair where the item fault is a result of misuse or neglect.

Proof of Purchase

Returns, refunds, exchanges or repair requests must be accompanied by any one of the following proof of purchase documents:

- Register receipt
- Online Tax Invoice (order confirmations will not be accepted)
- Financial statements such as a bank statement, credit card statement

Privacy

You will be asked for information that is relevant to your return or to satisfy legislative requirement. If you do not provide this information, then we may be unable to process your return. When returning merchandise with proof of purchase, you will be asked for your signature as authorisation of the return transaction. If Rainforestation agrees to a return without adequate proof of purchase, you will be asked to provide identification containing your full name. Rainforestation will record your name and form of identification provided, which may be accessed by authorised Rainforestation team members for fraud protection activities. Information collected will be securely stored in accordance with [Rainforestation Privacy Policy](#).