

## Refund Policy

At Empowered Play, we are committed to ensuring you are happy with your purchase. Our handcrafted sensory play products are made with care and attention to quality, but we understand that issues can arise. Please read our policy below for guidance on refunds, exchanges, and damaged goods.

### Refunds

Due to the nature of our sensory play products, which are handmade and created using food grade, taste-safe materials, we cannot offer refunds for change of mind.

If you believe there is an issue with your product, please get in touch with us at [info@empoweredplay.com.au](mailto:info@empoweredplay.com.au) within **7 days of receiving your order**. Be sure to include the following details:

1. Your order number.
2. A description of the issue.
3. Photos of the product, if applicable.

Refund requests will be assessed on a case-by-case basis.

### Exchanges

We offer exchanges in the following situations:

- **Incorrect Product:** You received a product different from what was ordered.
- **Transit Damage:** The product was damaged during shipping (see Damaged Goods section).

To request an exchange, please contact us at [info@empoweredplay.com.au](mailto:info@empoweredplay.com.au) within **7 days of receiving your order** and provide:

1. Your order number.
2. A description of the issue.
3. Clear photographs of the product and/or packaging.

Products eligible for exchange must be:

- Unused and unopened.
- In their original condition, including packaging where applicable.

Exchanges are subject to stock availability. If the requested item is no longer available, we may offer an alternative or store credit.

## Damaged Goods

We take the utmost care when packing your order, but occasionally damage can occur in transit. If your product arrives damaged, please notify us within **48 hours of receiving your package** to ensure we can resolve the issue promptly.

To report damaged goods, email us at [info@empoweredplay.com.au](mailto:info@empoweredplay.com.au) with:

1. Your order number.
2. Photos of the damaged item(s) and the condition of the packaging upon arrival.

Once we've reviewed your claim, we may offer one of the following resolutions:

- A replacement product.
- Store credit.
- A full or partial refund.

## Additional Information

- **Shipping Costs:** Refunds and exchanges do not include the original shipping costs unless the issue was due to an error on our part (e.g., incorrect or damaged item). The cost of return shipping for exchanges is the customer's responsibility unless otherwise stated.
- **Processing Time:** Once your claim is approved, please allow **7–10 business days** for processing replacements, exchanges, or refunds.
- **Custom Orders:** Unfortunately, custom or personalised items cannot be refunded or exchanged unless they are faulty.
- **Legal Rights:** This policy is in addition to your rights under Australian Consumer Law, which provides guarantees that goods are of acceptable quality, fit for purpose, and match their description.

If you have any questions or need assistance, please reach out to us at [info@empoweredplay.com.au](mailto:info@empoweredplay.com.au) or 0402 152 900. We are here to help make your experience with Empowered Play a positive one.