

## Return Policy

### Returns and Exchanges

- We hope you are thrilled with your purchase and your online shopping is convenient and enjoyable.
- If you wish to return your purchase for exchange or credit please email [info@cartoonclothing.com.au](mailto:info@cartoonclothing.com.au) within 5 days of receiving your goods.
- Tell us your name, items you wish to return and your request. We will reply via email to your request.
- Sale items cannot be returned or exchanged unless faulty. Full priced goods with promotion and discounts applied are considered Sale items. These sales are final.
- Items must be posted within 10 days of receipt of purchase.
- Returned items must be sent via Australia Post with tracking to: Cartoon 30 Douglas Parade Williamstown 3016 VIC
- Items must be returned in original condition with all tags attached and must not have been worn, altered or washed.
- Cartoon reserves the right to refuse returns if the items do not meet our returns policy requirements.
- Return shipping to be paid by the customer.
- The products are the customers responsibility until received by Cartoon. Cartoon will not refund or replace items that are not received or are lost in transit. Returning items with registered post is recommended.
- For exchanges please enclose a prepaid addressed satchel to be shipped back to you.
- Shipping costs are non-refundable except where Cartoon has made an error or the item shipped is faulty.
- There is no time limit on credits at Cartoon. Your credit may be used at any time.

### No Return or Exchange - Final Sale

- Sale items cannot be returned or exchanged unless faulty. These sales are final.
- Full priced products purchased with a discount (promotion) code are considered Sale items and cannot be returned or exchanged.

### Out of Stock

- In the event of an item purchased being out of stock as an error of Cartoon the full purchase amount will be refunded.

## Faulty Goods

- All goods are thoroughly checked prior to delivery. In the unlikely case your item is faulty Cartoon will replace the faulty item for you.
- If the faulty item cannot be replaced you can choose another item of equal value. In the case there is no suitable replacement Cartoon will refund the cost of the faulty item.
- Please contact us as soon as possible so we can resolve as fast as possible. Email Cartoon [info@cartoonclothing.com.au](mailto:info@cartoonclothing.com.au) with a photo of the fault within 5 days of receipt of item.
- Shipping costs are non-refundable except where the item shipped is faulty.
- Please note wear and tear damages do not constitute a fault. No refund will be issued in these circumstances.