

# Terms & Conditions

## 1. Refund

Change of mind returns

1.1 In addition to your rights, you can return any Product within:

- a) Within 14 days of purchase;
- b) Unworn and unused with the original tags will attached; and
- c) In the original packing, which must be in the original condition.

1.2 We will not be able to refund any delivery fees that you have paid at purchase to have the Product shipped to you. If the return, in our reasonable opinion, is not in compliance with clause 1.1, we will contact you to ship the Product back.

1.3 Nothing in this clause is intended to exclude any rights of your statutory rights as a consumer under Australian Consumer Law.

## 2. Replacement of faulty products

2.1 In the event that your purchase is carrying a manufacture fault, please contact us via email (leila@leilachalk.com) as soon as possible in order to assist you in the return process, you may be required to send us images of the damage, defect or fault for preliminary assessment.

2.2 In the event that there is a defect, we are pleased to offer you an exchange or refund to your original payment method or replacement.

2.3 If it does not constitute a defect, in our reasonable opinion, we will ship the product back to you.

- The fault was found when received
- Purchases must be returned within a reasonable timeframe for exchange, replacement or refund.

## 3. Privacy Policy

We take our customers privacy seriously and will only collect and use your personal information as outlined below.

Our Privacy Statement fully complies with the Privacy Act 1988 and represents the industry's best practice.

3.1 We ensure that all information collected will be safely and securely stored.

3.2 We protect your personal information by:

- Restricting access to personal information
- Maintaining technology products to prevent unauthorised computer access
- Securely destroying your personal information when it's no longer needed for our record

retention purposes

### 3.3 Personal information we collect

We collect personal information from you if you fill out our registration form on our Website.

### 3.4 Disclosure of Personal Information

- In special circumstances, we may also use and disclose your personal information for purposes relating to law enforcement and investigations, protecting our lawful interests and acquisitions of our business.
- We may not be able to do these things without your personal information. For example, we may not be able to deliver and track your order or contact you.
- We may also provide your personal information to our related bodies corporate and our service providers who assist us with customer contact, archival, auditing, accounting, customer contact, legal, business consulting, banking, payment, delivery, data processing, website or technology services.
- We may also, if required by law, disclose to any person authorised by such law. This may include the police service, ambulance service, or government departments or regulators within Australia in connection with law enforcement activities.
- Your personal information will not be shared, sold, rented or disclosed other than as described in this privacy policy.

### 3.5 Changes to this Privacy Policy

We reserve the right to modify and change the Privacy Policy at any time. Please ensure you are familiar with our current version of our Privacy Policy.

## 4. Payment Terms and Conditions

- If you place consecutive or separate orders, we cannot consolidate your orders. A separate delivery fee, if applicable, will apply to each order.
- We reserve the right to accept or reject your order for any reason at any time. If we reject your order you will receive a refund of any money paid.
- Payment may be made by credit card or debit cards or any other such method we may introduce at our absolute discretion.
- Your credit card company may also do security checks to confirm it is you making the order.
- We cannot guarantee that a particular product will always be available.
- To maximise security we do not hold any credit/debit card details. They are held by third party payment providers.

## 5. Website Disclaimer

By entering the site, you will be assuming all risks associated with the use of this site, including risks to your computer, software or data by any virus which might be transmitted, downloaded or activated via this or an external website and/or its contents. We have no direct control over the content of any linked websites, or the changes that may occur to the content on those websites. Links to external websites are provided in good faith, but it is the responsibility of the user to make their own decisions about the accuracy, currency, reliability and correctness of information contained in linked external websites.

Links to external websites and applications used within websites such as but not limited to Twitter, Facebook, LinkedIn and YouTube do not constitute an endorsement or a

recommendation of any material on those websites or of any third-party products or services offered by, from or through those websites. Users of links provided by this website are responsible for being aware of which organisation is hosting the website they visit.