

E-commerce Terms

[last updated 1 July 2020]

Feedback, comments, or complaints

If you have any questions, please contact us. We will usually respond to all enquiries within five business days.

Contact us:	Our Eco Clean Pty Ltd ABN 50 158 543 358
	Unit 5, 21 Production St, Noosaville Qld 4566
	sales@ourecclean.com.au
	1300 687 326

Payment

Payment in full must be made in Australian dollars to confirm your purchase.

Payment is available using the method displayed in our checkout and includes credit card payment. We use a trusted third-party payment processor and do not keep your payment details. For more information about how we handle your personal information, read our [privacy policy](#).

Shipping

At this time, we are only able to deliver products within Australia.

If you are in a different country and interested in purchasing our products, please send us an email and let us know.

Shipping costs will be calculated and automatically displayed on your shopping cart before the point of purchase. We will ask for your delivery address, which may change the cost of shipping displayed in your shopping cart.

Only the shipping methods displayed in the shopping cart are available.

Refunds and returns

Refunds and returns will be made in accordance with applicable consumer laws.

We are not required to provide a refund or replacement if -

- you change your mind or
- you use the product in a way that is different to the directions for storage or use of the product or
- the product was damaged during the shipping process after it was outside our control

Please keep your proof of purchase—eg. your receipt or order number.

You can choose a refund or exchange if a product has a major problem. This is when the product can't be easily fixed and -

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description or
- doesn't do what we said it would.

If the problem is not major, we may at our discretion provide a refund or replacement.

Please note that shipping costs will not be refunded.

To request a refund or replacement

Within 30 days of the date of purchase return the faulty product to our address set out above, together with the following information –

- date of purchase and receipt or order number
- product purchased
- problem with the product

Where the faulty product was purchased as part of a pack or multi-product order, we will only refund the then advertised price of the faulty product, or provide a replacement of that product, and not the whole pack or order.

Returning the product will allow us to complete a quality assurance check on the product so that we can do our best to ensure the same problem does not happen again.

End.

