

CANCELLATION PERIOD:

If you have purchased an item with a Silk Oil of Morocco Independent Representative, you may cancel that transaction at any time within 10 business days after placing the order. Simply call or write to your Silk Oil of Morocco Independent Representative and provide your proof of purchase. Our contact details and the contact details of your Silk Oil of Morocco Independent Representative are contained on your Customer Invoice. This right of cancellation is in addition to the Silk 14 Day Money Back Guarantee advised below.

14-DAY MONEY BACK GUARANTEE:

We want you to be 100% satisfied with your Silk Oil of Morocco shopping experience. We have confidence in the quality of our products and believe you'll be happy with your choice, but if for some reason you need to return something, go right ahead. We stand behind our products with our 14 Day Money Back Guarantee. Our 14 Day Money Back Guarantee is in addition to other rights you may have under the Australian Consumer Law and the cancellation period outlined above.

If you are not happy with your purchase within 14 days after receiving your product, send the item back to us (if purchased online) or to your Representative within 14 days with a completed returns form and proof of purchase (please see How do I return an item) and we or your Representative will either replace the product, send you a store credit voucher or refund its purchase price. Please note products are returned at the cost of the buyer.

Our returns policy is a "voluntary" policy in addition to your statutory rights. As such, we trust that all returns are made in good faith. If, however, we or your Representative have reason to believe that this policy is being abused or that a return is otherwise not being made in good faith for whatever reason, your return may be refused. Our decision is final.

HOW DO I RETURN AN ITEM UNDER THE 14-DAY MONEY BACK GUARANTEE?

1. Please download the Silk Returns Authorisation form from our website www.silkoilofmorocco.com.au under Tab Contact /Returns or email returns@silkoilofmorocco.com.au to request a copy of the form.
2. Please fill out the Silk Returns Authorisation form and email to returns@silkoilofmorocco.com.au. Our returns department will email this back with your Silk Return Authorisation Number.
3. Your return must be received by us (if purchased online) or your Representative within fourteen (14) days from the date of delivery.
4. The Product must be returned together with a copy of the original proof of purchase.
5. The return must include a completed Silk Returns Authorisation Form. Please ensure if you are using packaging that was originally sent to you by Silk you remove the original shipping label.
6. When items are received without the Silk Return Authorisation Form, we reserve the right to issue a credit voucher as full and final satisfaction of the return.
7. You must pre-pay all returns postage. We recommend that you return the product via Australia registered Post, with shipment registration and insurance. You assume any and all risk of loss, theft or damage to goods during return transit.
8. If you wish to return a product regarding a manufacturing fault, that has been damaged during shipment to you, or which has been sent to you in error, we request you contact Silk Customer Support via email returns@silkoilofmorocco.com.au and we will provide to you via Email a pre-paid consignment note (e-parcel return service) which you will need to print and attach to your return. Please then take your return to your local Post Office. Once the return item has been received and assessed, if during the assessment process an item returned "prepaid" does not contain the defect claimed, or has not been sent in error, the cost of the return postage will be deducted from your refund.
9. A product received 'Free' as part of your Showcase Host Rewards Credit Voucher can only be exchanged for a product of the same value and Silk Oil of Morocco will not give a refund or credit.
10. If Silk Oil of Morocco feels an unreasonable portion of a returned product has been used, or the Product has been tampered with, or contaminated, Silk may refuse to accept the return.
11. If you do not comply with any of these terms we may, at our discretion, refuse to accept the return or provide you with a replacement or refund.
12. We reserve the right to alter these terms and conditions at any time without further notice. However, nothing in this policy should be interpreted as affecting any statutory rights regarding refunds and returns (for example, faulty or defective products), including under the Australian Consumer Law. All other terms and conditions above will apply to the maximum extent permitted by law.

HOW DO I RECEIVE MY REFUND?

Your refund will be processed in the same way that you paid for your purchase. For instance, if you paid by credit card, the same credit card will be refunded. You may also choose to be refunded by voucher, which allows you to use your refund to help purchase other items.