



## INTERNATIONAL RETURNS POLICY

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 and we or your Representative will either exchange the product on your next order, send you a store credit voucher or refund its purchase price.

Please note products are returned at the cost of the buyer and include any duties. The cost to resend new items is also at the cost to the buyer. Silk Oil of Morocco is not responsible for return packages should they not reach us, so please retain your proof of postage.

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.

**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 above.

If order has already been despatched from the warehouse, order must be returned at the cost of the buyer.

**PLEASE NOTE:** Shipping and handling charges are non-refundable. If you return a product on which duty and tax has been paid, we are unable to refund such duty or taxes.

Any refunds given will be processed in the same way that you paid for your purchase and will be made in Australian Dollars. 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 on future orders.

1. Please download the Silk Returns Authorisation form from our website [www.silkoilofmorocco.com.au](http://www.silkoilofmorocco.com.au) under Tab Contact /Returns or email [returns@silkoilofmorocco.com.au](mailto: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](mailto: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 and be responsible for any possible duties charged at the receiving end. We recommend that you return the product via 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 have received a product that has a manufacturing fault or that has been damaged during shipment to you, or a product which has been sent to you in error, we request you contact Silk Customer Support via email [returns@silkoilofmorocco.com.au](mailto:returns@silkoilofmorocco.com.au) to discuss further in detail and for assessment.
9. Any product received 'Free' from Silk Oil of Morocco will not be exchanged 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.