



Returns Policy

Change of Mind Returns

As a sign of goodwill, **my kitchen** will offer a credit note or exchange an item for change of mind if:

- The product has not been used and / or washed and is in a resale-able condition;
- The product has not been damaged whilst in the customer's possession;
- The customer has proof of the purchase from **my kitchen**;
- The original product information / packaging is attached to the product.

If the original purchase was made on a credit or EFTPOS card, the refund itself must be credited to the original card used.

my kitchen Gift Cards and lay-bys are not eligible for change of mind returns.

Products returned to **my kitchen** must be returned within 14 days of purchase.

Faulty Product Returns

my kitchen will offer a replacement, refund or repair on any item purchased at **my kitchen** if the product:

- Is found to have a genuine manufacturer's fault;
- Is unsafe as a result of the problem;
- Does not correspond to samples or descriptions given to the purchaser;
- Is unable to do what it is supposed to do or what **my kitchen** said it would do.

If the original purchase was made on a credit or EFTPOS card, the refund itself must be credited to the original card used.

This refund policy applies only if you return the goods within a reasonable time and can prove that you have purchased the item from **my kitchen**. Proof of purchase includes:

- Cash register receipt;
- Credit card statement;
- Lay-by agreement;
- a confirmation or receipt number from a phone or online purchase.

This Returns Policy corresponds with consumer's rights under South Australian Consumer Law.