

my montessori mentor

gold coast

Returns and Refunds

1. You must notify us via email at info@mymentormentor.com.au within Seven (7) days of receipt of faulty or damaged products.
2. You must return the product to us within Fourteen (14) days of receipt of goods to:
My Montessori Mentor
PO box 1040
Mudgeeraba 4213, Queensland, Australia
3. We will replace any product delivered to you that is faulty or in a damaged condition.
4. We reserve the right to determine the state of the returned product before we agree to offer a refund which may result in a refund being refused, subject to relevant legislation.
5. The refund will be charged at the cost of the faulty or damaged product only and will not include postage or return postage charges.
6. We endeavour to process refunds within Fourteen (14) days of receipt of the returned product by the same method of payment used to transact the order.
7. If we are unable at the time of return to replace or exchange the returned product, we undertake to reimburse you for the cost of the product paid for at the time of purchase exclusive of postage.
8. If a faulty or damaged product is not returned within the specified timeframe we cannot guarantee to provide a refund, subject to relevant legislation.
9. We are not responsible for damaged, lost or stolen return deliveries and recommend you send them to us via Registered Post.
10. We do not provide refunds for a change of mind.