

Terms of Use

Dorrigo Mountain Pepper

Welcome to our website. This website with URL address www.dorrigopepper.com is owned and operated by Dorriggo Mountain Pepper. Should you continue to use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Dorriggo Mountain Pepper's relationship with you in connection with this website. Should you not agree with any of these terms and conditions, please do not use our website.

The term 'Dorrigo Mountain Pepper' or 'us' or 'our' or 'we' refers to Dorriggo Mountain Pepper, the owner of the website, registered in New South Wales. The term 'you' or 'your' refers to the website user.

Your use of this website is subject to the following terms and conditions:

The content of this website is for your general information and use only. It is subject to change without prior notice.

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Unauthorised use of this website may be a criminal offence and/or give rise to a claim for damages.

This website may also, on occasion, include links to other websites which are not controlled by us. These links are provided for your convenience to provide you with further information. You acknowledge that they are used at your own risk. They do not signify that we recommend or endorse the websites. We have no control over the nature, content and availability of those websites.

Your use of this website and any dispute arising out of your use of it is subject to the laws of New South Wales.

You may only use the website for lawful purposes and in a manner consistent with the nature and purpose of the website.

These terms and conditions do not relate to your use of any product or service described on our website unless otherwise agreed. You must refer to the individual warranty relevant to any particular product or service.

These terms and conditions may be amended from time to time. Your continued use of our website following any such amendments will be deemed to be confirmation that you accept those

amendments.

You indemnify us from and against all claims, suits, demands, actions, liabilities, costs and expenses (including legal costs and expenses on a full indemnity basis) resulting from your use of the website.

In no event will we be liable for any loss, damage, cost or expense including legal costs and expenses (whether direct or indirect) incurred by you in connection with the use of this website.

Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

RETURNS & EXCHANGES

We want you to FALL IN LOVE with your Dorrigo Mountain Pepper purchase.

However we understand that sometimes things don't look or fit how you expected them to.

So we are here to help!

When returning an item/s it must not have been worn, altered, washed or damaged in any way e.g. Make-up, Dirt, Fake Tan etc the item/s must still have the original tags attached.

To be eligible for an exchange or store credit you must notify us and organise your return within 7 days of receiving your item.

Dorrigo Mountain Pepper will not be held responsible if an item/s goes missing while being returned,

please pick the tracking option when posting if you are concerned about this.

Please note we DO NOT cover the cost of returns or replacement items being resent.

We reserve the right to not accept the item back if we feel that the item has been used or if the item has been damaged.

Sales &/or Clearance items are final we DO NOT accept returns or exchanges on these items.

We DO NOT accept returns &/or exchanges on earrings for health and safety reasons.

Store credits are valid for 3 months from the date of return.

Before returning an item you will need to email us at shop@dorrigopepper.com

and we will reply with a form to fill out and return with the item.

FAULTY OR DAMAGED ITEMS

All items sent out are thoroughly checked before being posted and are packaged with care. In the unlikely event

that you receive an item that is faulty or damaged please contact us at shop@dorrigopepper.com and we will organise a replacement for you.

You will only be refunded if the item cannot be replaced.

Please Note we do not refund Original Postage.

POSTAGE

At Dorrigo Mountain Pepper we would like to make your online shopping experience as enjoyable and simple as possible.

We offer a flat postage rate of \$10 for all orders within Australia

Free postage is offered on all orders over \$150 within Australia

Your order will be dispatched by the following business day Monday-Friday Excluding Public Holidays

All of our orders are sent via Australia Post you will receive a confirmation email once your order is placed with your Tracking Number

Please note postage on returns due to change of mind or exchange are at the customers expense

We do not currently post item/s Internationally