

# **Refund, Shipping and Customer Service Policy for**

**Livyn Pty. Ltd. (ABN 30 085 789 975)**

## **REFUND POLICY**

Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund or exchange where goods are faulty, have been wrongly described or are different to the product purchased.

For further details please refer to our **Warranty and Disclaimer Policy** document, available on request.

## **SHIPPING AND DELIVERY POLICY**

We deliver products Australia wide using Australia Post. Shipping costs are influenced by the size and weight of the product and your location, exact shipping costs are calculated by Australia Post and will be added to the order when the invoice is raised. We use Registered Post as our standard method, the cost is recovered in our postal charge.

Orders are dispatched within 5 business days and shipping times are estimated at between 3-7 business days depending on your location within Australia.

## **CUSTOMER SERVICE POLICY**

Livyn Pty. Ltd. is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products and services that are listed on our price list are currently in stock and pricing is true and correct. Standard delivery timeframes are between 3-10 business days; in the event that an ordered item is not available or we are unable to fulfil your order we will notify you within 3 business days to arrange an agreeable alternative item or place a backorder.

Issued by: Livyn Pty. Ltd.

Date: 1<sup>st</sup> July 2023