



1. Refund and Returns Policy

- 1.1. If you have received an incorrect item, Beelieve Paediatric Therapy will provide a refund upon return of the unopened Product. To request a refund and organise a return, please email admin@beelievepaedtherapy.com within 5 business days of receiving the Product, including your proof of purchase and photographs of the Product received. The returned Product must be unopened and in its original saleable condition. Where the incorrect item was sent due to our error, we will cover return shipping costs. In all other cases, you are liable for all shipping costs incurred when returning the Product. to Beelieve Paediatric Therapy.
- 1.2. Beelieve Paediatric Therapy does not provide refunds for change of mind.
- 1.3. Beelieve Paediatric Therapy does not provide refunds for sale items except where required by the Australian Consumer Law, including cases of major failure or breach of consumer guarantees.
- 1.4. Refunds will not be given for late delivery outside the stipulated delivery time frames provided on the Website or by the Delivery Service Providers.
- 1.5. In the following situations, no refund or return will be available:
 - a. Denied acceptance of delivery by receiver;
 - b. Inaccurate delivery address;
 - c. Absent receiver - If a receiver is not home and a calling card is left at the address by the Delivery Service Provider, it is the receiver's responsibility to contact the Delivery Service Provider to arrange appropriate delivery. If the parcel remains undeliverable due to no contact from the receiver, it will be returned to Beelieve Paediatric Therapy for a return fee charged to the initial payment method.