



REFUND AND EXCHANGE POLICY AND PROCEDURES

Purpose

The purpose of this policy is to establish comprehensive and transparent guidelines for the return and exchange of products purchased from Trendie. This policy aims to provide customers with a seamless experience when returning or exchanging products while ensuring the company's interests are adequately protected.

Scope

This policy is applicable to all products sold by Trendie, whether purchased in-store or through our online platform. It outlines the conditions and procedures for refunds and exchanges, providing clarity for both customers and employees. This policy ensures consistency in handling such matters and complies with all relevant consumer protection laws and regulations.

Policy Statement

Trendie is committed to customer satisfaction and understands that there may be instances where a product needs to be returned or exchanged. Our goal is to facilitate this process in a manner that is straightforward, fair, and customer-centric. We strive to balance customer convenience with the company's operational needs and legal obligations.

Refund and Exchange Principles

- **Fairness:**

Refunds and exchanges will be conducted equitably, considering both the customer's and the company's perspectives.

- **Transparency:**

All terms and conditions pertaining to refunds and exchanges will be clearly communicated to customers at the point of purchase and made accessible on our website.

- **Efficiency:**

We aim to process refunds and exchanges promptly to minimise any inconvenience to customers.

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- **Compliance:**

All refund and exchange procedures will adhere to applicable consumer protection laws, ensuring that customer rights are respected and upheld.

Refund and Exchange Procedures

- **Eligibility for Refunds and Exchanges:**

Products can be returned or exchanged within 30 days of purchase, provided they are in their original, unused condition, with all tags and packaging intact. Exceptions to this policy include clearance items, custom-made products, or perishable goods, which are not eligible for return or exchange. Customers will be informed of these exceptions at the time of purchase.

- **Proof of Purchase:**

A valid proof of purchase, such as a receipt or order confirmation, is required to process any refund or exchange. In the absence of proof of purchase, we may be unable to offer a refund or exchange.

- **Refund Process:**

Refunds will be issued via the original method of payment. If the original payment method is not available, a store credit will be provided. Refunds will be processed within 7-10 business days upon receipt and inspection of the returned product.

- **Exchange Process:**

Exchanges will be facilitated for items of equal or lesser value. If the customer opts for an item of higher value, the price difference will be charged. Exchanges will be processed within 7-10 business days of receiving the original item.

- **Condition of Returned Products:**

Returned products must be in their original condition, including all packaging, tags, and any accessories or manuals. Products that show signs of use, damage, or alteration will not be eligible for a refund or exchange.



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- **Special Cases:**

If a product is found to be defective or damaged upon delivery, customers are urged to contact Trendie's customer service immediately. Defective or damaged products may qualify for a full refund or exchange, notwithstanding the standard return period.

Monitoring and Reporting

The refund and exchange process will be continually monitored using key performance indicators (KPIs) such as processing times, customer satisfaction scores, and the volume of returns and exchanges. Regular reports will be generated and reviewed by management to ensure the policy's consistent application and effectiveness. These insights will be used to make improvements to the policy and processes as needed.

Compliance

All employees involved in the processing of refunds and exchanges are required to comply with this policy. Non-compliance may result in disciplinary actions, up to and including termination of employment, in accordance with the company's disciplinary procedures.

Review

This policy will undergo an annual review to ensure its continued effectiveness and alignment with legal requirements and customer expectations. Any amendments to the policy will be communicated to all employees and updated in the company's policy manual.

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