

DOMIN&DESIGNS

ONLINE STORE

REFUND POLICY

Domin8 Designs - Refunds Policy

Date
July 2019

Version
1.1

Refunds (if applicable)

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

If you are not satisfied with our products or services, and are still within 14 days since your purchase, your request for a refund will be accepted.

If you open a dispute through PayPal or Stripe, instead of asking for a refund, we will keep 50% of the disputed amount while investigating the refund.

To request a refund, please email dominic@domin8designs.com.au with your order number, order date, amount and any additional information. To complete your refund, we require a receipt or proof of purchase.

Once your refund has been approved, we will send you an email to notify you. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at dominic@domin8designs.com.au.

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

