

Policy Name:	Refund Policy
Policy Implemented:	1/7/2025
Policy Reviewed:	

Our Commitment

At Lions Assistance Dogs, we value our supporters and aim to ensure you're completely satisfied with your purchase from our online shop. This policy outlines your rights and our procedures for returns and refunds.

1. Returns and Exchanges

We accept returns or exchanges on merchandise if:

- The item is faulty, damaged, or significantly different from its description;
- The item is unworn, unused, in its original condition, and returned within 30 days of purchase;
- Proof of purchase (e.g. receipt or order confirmation) is provided.

If your item meets these conditions, we'll offer:

- A replacement, where available, or
- An exchange, or
- A full refund, depending on your preference.

2. Change of Mind

We understand that sometimes you may change your mind. If you wish to return a product for this reason:

- The item must be returned within 30 days of purchase;
- It must be unused, in original packaging, and in saleable condition;
- Return postage costs are the responsibility of the customer;
- Refunds for change-of-mind returns will be for the product only (not including original shipping costs).

Note: We do not accept returns or exchanges on clearance items unless faulty.

3. How to Return an Item

To request a return or exchange, please contact us via:

Email: info@lionsassistancedogs.com.au

Phone: 08 8388 7836

Please include your:

- Order number
- Contact details
- Reason for return
- Photos (if item is faulty or damaged)

We will provide any further instructions and next steps.

4. Refund Processing

- Refunds are issued to the original payment method used at checkout.
- Once we receive and inspect the returned item, we'll process your refund within 5–10 business days.
- You will be notified by email when the refund has been issued.

5. Shipping Issues or Lost Parcels

If your parcel is delayed or goes missing during shipping:

- Please contact us and we'll work with our delivery partners to resolve the issue.
- If the parcel cannot be located, we may offer a replacement or refund, depending on result.

6. Questions or Concerns?

We're here to help. If you have any questions about this policy or need help with a return, don't hesitate to reach out to our team.