

Returns & Refund Policy

Please choose carefully as we do not normally give refunds or exchange items under our Refund Policy, however:

If for any reason your good(s) are damaged upon receiving them, or they are the not the correct product(s) you ordered, please take a photo and contact us as soon as possible, so we can arrange to exchange it with the correct product(s).

In the rare event that goods purchased are faulty please contact us to arrange for the return of the item for immediate replacement. Email: info@karri-international.com or call +61 7 308 574 15

If you receive an item and it is not as described, please contact us initially by email and return the item within 7 days of receipt of the goods. Upon receipt of the returned item, we will promptly assess the reason for return and credit if necessary.

If we have sent you an incorrect item, please contact us to arrange an urgent exchange for the correct items

Please do not dispose of the item(s) or packaging until we have exchanged it.

We do not accept returns for incorrect choices or a change of mind.

All returned items must be unused in the original packaging, suitable for resale and must be accompanied by the invoice or delivery docket.

All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer.

Refund given will be for the cost of the item(s) not including the postage paid when sent. All shipping fees are not refundable.

We unfortunately cannot accept returns for non-stock items, please refer to the invoice for notice of this.

This refund policy does not apply to goods which have been used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken.

We recommend that you return the product via Registered Post and provide a tracking number and that you pre pay for all postage costs. You assume any risk of lost, theft or damaged goods during transit; therefore, advise you take out shipment registration of insurance with your postal carrier.

Karri International Pty Limited will not be responsible for parcels lost or damaged in transit if you choose not to insure.

Contact Us

If you would like to contact us concerning any matter relating to this Refund Policy, you may send an email to info@karri-international.com

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