

# Alchemy Online

## Policies and Procedures

### Our commitment

Alchemy in Bellingen is dedicated to professionalism, customer service and quality. Comparable to visiting us in person in beautiful Bellingen, New South Wales we endeavour for our online customers to have the same level of experience with us.

We pride ourselves on communication and we encourage you to contact us if you have questions, concerns or would like specific further information regarding our online products and services that you haven't been able to find online.

### Payment Methods

We accept the following forms of payment through our online payment gateway:

- Visa
- Mastercard
- Visa Debit
- EFT via invoice

We do not accept AMEX or payments made via cheque.

*Please note: Products will not be shipped until payment is received in full.*

### Shipping and delivery

Alchemy in Bellingen online store uses a number of shipping methods depending on your location. This is done as we strive to achieve the best rate for your location and as such use different suppliers to achieve this.

You as the customer will only be on-charged the shipping rate incurred by the courier service, we do not add on any additional fees and charges.

### Refund and returns policy

In order for Alchemy in Bellingen to provide you with a seamless shopping experience, if you wish to return any of the goods you have purchased, please make note of the details of your purchase before contacting us directly to discuss further.

## **RETURNS:**

To return a product (s) we appreciate the following being adhered to or it may result in your goods not being refunded, a delay or your return not being processed.

All products to be returned must be:

- Unopened and un-used
- Alchemy in Bellingen is to be contacted within 7 days of the receipt of the goods notifying of the intent to return
- Returned with a copy of the invoice & a copy of the attached form completed.
- Goods must be returned to:

Alchemy in Bellingen

1/105-109 Hyde Street

Bellingen NSW 2454

## **EXCHANGES**

- If you wish to exchange your goods for an alternate item, please contact us on (02) 6655 0429 to first confirm whether that product is still available.
- If you do not contact us before returning your goods, this may result in a delay of your exchange or possibly a refund if the item you are after is not in stock.
- Goods can only be exchanged once
- A self addressed express (or regular) post satchel must be provided with your return so that it can be sent back to you as quickly as possible.
- We do not perform exchanges on change of mind purchases.

## **CREDIT NOTES**

- Credit notes may be issued in place of a refund if requested and discussed with us.
- If a credit note is requested and issued these can be redeemed through the online store for a period of 6months after issue.

## **FAULTY GOODS**

- If you receive an item and you believe it is faulty or not to your expectation we request that you contact us immediately to discuss further.
- You must then pay for postage to return the item which will need to be assessed. If an item is deemed as faulty, you will be entitled to a full refund including a reimbursement of postage.

## **POSTAGE**

- In the event that a good is faulty and you do not wish for it to be replaced, you will be reimbursed for the postage. In no other instance are you entitled to a refund for shipping.

If you have any questions which you do not feel have been answered after reading the above please contact us on either (02) 6655 0429 OR [enquiries@alchemyinbellingen.com.au](mailto:enquiries@alchemyinbellingen.com.au) before proceeding with your purchase.

## **Customer Service**

Alchemy customer service is available 6 days a week

Monday to Friday from 9am to 5pm and 9am to 2pm on Saturdays – (02) 6655 0429

If by chance you reach our voicemail please leave a message and we will return your call as soon as possible within the above listed hours.

You can also contact us at [enquiries@alchemyinbellingen.com.au](mailto:enquiries@alchemyinbellingen.com.au)

## **Privacy policy**

Here at Alchemy we take privacy very seriously.

Under no circumstance we will provide your personal information to a third party.

Please click here to view/download our privacy policy