

RETURN & REFUND POLICY

1. Introduction

Welcome to The Corner Butcher. We strive to ensure your complete satisfaction with our products. This policy outlines the terms and conditions for returns, refunds, replacements, and cancellations. To understand your rights and our procedures, The Corner Butcher ABN 86 549 928 171, **(we, us, our)**, requests that you please read it carefully.

2. Returns for Replacement or Refund

Generally, we **do not accept** returns for replacement or refund on perishable items, unless we are required to do so by law. For example, circumstances that will be considered by us for an eligible return include, where an item is defective or not as described, where a fresh product is spoiled, or where there is an issue with the quality or safety of the product. In these instances, please contact us immediately, and we will assess the issue.

Where you contact us regarding a refund or replacement, we reserve the right to request proof of purchase by way of our original tax invoice/receipt, photographs, or other reasonable evidence from you of, or in relation to, any products in question.

Refund or replacement is at the sole discretion of The Corner Butcher, and in accordance with the following criteria.

- **Eligible Returns for Replacement and/or Refund:** For fresh perishable products, contact our store within 24 hours from the date of purchase. Delays can mean the product will no longer be in a resalable condition. To be eligible for return, items must be unused, in their original packaging, and accompanied by our tax receipt as proof of purchase.
- **Non-Returnable Items:** For hygiene and safety reasons, we do not accept returns on perishable items, once they have been purchased. Unless we deem that an item meets our return eligibility criteria as outlined above.
- **Non-Refundable Items:** No refund will be given; or replacement offered; or correspondence entered; for change of mind products, products that have been opened or tampered with, products that are not in a resalable condition, or where the problem with the product was caused by the consumer misusing it, or incorrect product orders made by the consumer.
- **Eligibility for Refunds:** Refunds are processed for returned items that meet our return criteria and have been approved by management. Refunds will be issued in the original form of payment (cash or card).
- **Processing Time:** Refunds will be processed within 2-3 business days from the date of return.

3. Cancellations

- **Order Cancellations:** Cancellations for in-store orders must be requested before the order is processed or fulfilled. Once an order has been processed or fulfilled, cancellations are not possible.

- **Special Orders:** For special or custom orders, cancellations are subject to a 15% restocking fee on the total purchase price, or may not be possible once the order is placed.

4. Policy Changes

We reserve the right to modify this policy at any time. Changes will be effective immediately upon posting in-store or on our website. Your continued use of our services constitutes your acceptance of any revised policies.

5. Contact Us

If you have any questions or need assistance with returns, refunds, replacements, and cancellations, please contact us at:

The Corner Butcher

Shop 8, 497 Walter Road, Morley WA 6062

E admin@thecornerbutcher.com.au

P (08) 9279 2711