

Merchandise Terms & Conditions

Postage

- If you request HeartKids SA to post your goods, they will be sent using Australia Post standard parcel service, unless requested otherwise.
- Postage and handling charges are noted at time of order.

Returns Policy

- HeartKids SA are happy to refund and/or exchange items purchased within 30 days of receipt if you change your mind about the size and/or style of your purchase.
- Any costs incurred in returning your purchase will be at your expense, unless HeartKids SA have made a mistake with your order, in which case we will accept responsibility for the costs of return.
- The goods must be returned in original condition with all tags and/or packaging intact.

Faulty Goods

- HeartKids SA will always endeavour to ensure your purchase is received in good order and without any faults. If, however, you should happen to notice a fault on receipt of your goods, HeartKids SA will immediately offer an exchange or refund of that item.
- Any reasonable costs incurred in returning faulty goods will be the responsibility of HeartKids SA.

Refunds

- Credit card sales will only be refunded back to the original card.