

# Refund Policy

## Our Exchange Policy

We offer exchanges on clothing and accessories within 7 days of purchase for full-price items. Items may be exchanged for another size, or for store credit only. Items received outside of the 7 day period will not be accepted.

For sale items or any items with discount, please note that there are strictly no exchanges or store-credit possible for incorrect choice, size, or change of mind. Please choose carefully.

For the exchange to occur, items must be returned to us in original condition, and must not have been worn, altered, or washed. All tags and packaging must remain attached, and in place. Packaging includes the box in which the items come in and other items such as pouches, labels, and identification tags.

Items must have been purchased from the official website (vcink.com.au) or our Melbourne boutique. We will not be able to process any exchanges for VCINK merchandise purchased from other sources outside of these two points of sale.

We recommend that all items be tried on as soon as they are received to ensure you are able to exchange within our 7 day timeframe. Please note that certain items will not be eligible for exchange.

For sanitary reasons, we will not be able to accept exchanges for the following products: socks, leggings, tights, underwear, swim-wear, and accessories (Hair Elastics & Clips, brooches & pins, hats, EarRings and scarves).

Returned products are inspected and any incomplete, damaged, used, or dirty returned items will not be accepted and may, at VC Ink's discretion, be returned to you, at your expense, or be kept by Vcink.

## Our Return Policy

**We are unable to provide refunds for change of mind returns. Change of mind includes any reason other than where an item is assessed as faulty by our returns department. This will include instances where a style did not suit, or did not fit how you wanted or expect it to.**

### Requesting a Return

**You can request a faulty return if your items are received faulty or where a manufacturing fault occurs. Items are considered faulty only where they are defective at the time that they are delivered to you, or a manufacturing fault occurs.**

Damage occurring due to wear and tear is not considered to be a manufacturing fault.

If the item is faulty, please contact us with details of the fault and any accompanying photographs of the fault in question with your order number.

Should the item be confirmed by us as being faulty, we will replace your item with the same product and size, or, if we do not have a replacement, we will provide you with store credit to the amount paid to us for the item(s).

A faulty request must be submitted within 3 months of your receipt of the goods.

### Sale Items

**Please choose carefully as there are strictly no cancellations, exchanges, or store credits of any kind on sale/discounted items.**

### Gifts & Returns

**If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.**

### Payment methods

**We accept the following forms of payment: Paypal, VISA, AMEX, Mastercard, Direct Deposit, Union Pay, Alipay, WeChat pay, and gift vouchers.**

In the case of payment by card, you will need to enter your card number, the expiration and the CVV number on the "payment" page. Depending on the total cost of your order, you may be redirected to the 3D secure platform to guarantee the security of your payment.

Cash can be accepted in-store only.

### **Shipping costs**

**We offer complimentary shipping on any transactions over \$100.00 incl GST AUD. For orders under this value, there will be a flat fee of \$10.00 including GST for any address within Australia.**

We are unfortunately unable to provide credit notes for any shipping incurred.

### **Processing Times**

**Orders are processed between 12PM to 3PM Monday to Friday. We will send you a confirmation by email as soon as your order has been received in our system. Please note that it may take up to one hour before you receive this email due to your payment being approved by the external merchant company.**

As soon as your order has been shipped, you will receive a dispatch email with a track and trace number. Orders are dispatched within 3-5 business days. Orders received on the weekend, or public holiday, will begin processing on the next business day.

Due to the value of goods the courier company will require a signature to release the goods.

At present there are considerable delays in the shipping companies due to COVID.

Shipping estimates are based on dates provided by shipping couriers and shipping times may vary depending on your location. Delays experienced by shipping couriers, credit card verification processes, and other external third parties are outside of our control.

### **In-Store collection**

**In-store collection is a complimentary service that allows you to place an order online, or in-store, and then collect your purchases from VC Ink within Australia.**

Depending on the items you have purchased, it may take between 2-5 business days as items are located in different stores. There may also be more than one delivery due to this reason.

You will receive a separate email and SMS notification when your order is ready for collection from your selected store.

### **Deliveries outside of Australia**

**Please email [info@vcink.com.au](mailto:info@vcink.com.au) for any enquiries regarding overseas shipping.**

### **Orders**

**We will always endeavour to fulfil your order once completed and paid for. If a product should become unavailable after your order has been confirmed, and paid for, we will contact you and make arrangements for an alternative product or refund the price you paid for the product.**

### **Changing Orders**

**Unfortunately we cannot change or add anything to your order after it has been placed. You will need to make a new order if you wish to purchase further items.**

We are also unable to change the details of the purchaser after the order has been placed.

### **Changing delivery address**

**Please contact us as soon as possible. If your order has not been shipped we may be able to change the delivery address however there are no guarantees.**

### **Cancellations**

**Unfortunately we cannot cancel your order, however our usual exchange process is available.**

Sale items, and items sold with discount, cannot be cancelled under any circumstances.