

## ORDERING

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Thank you for purchasing our products at Executive Fig Wines

We offer a full money back guarantee on all purchases made on our website, but under certain conditions. We invite you to read the conditions explained in more detail below, in order to see the condition that applies to your situation, while following the correct procedure.

If you are unhappy with the product that you have purchased from us, please let us know. Our Returns & Refunds Policy gives you **7** days to return or exchange an article purchased online with a valid receipt. You are eligible for a full refund within **7** calendar days of your purchase.

After the **7-day** period, we cannot offer you a refund or exchange.

To be eligible for a refund or exchange, all physical products must be packed in the original, unmarked packaging including any accessories, labels, free gifts, bonus item, manuals and documentation that shipped with the product. If the article is returned unopened in the original box, we will exchange it or offer you a refund based on your original method of payment excluding any shipping charges (other than the original shipping costs invoiced).

If you have any further questions or would like to request a refund, please do not hesitate to contact us.

### **Refunds (if applicable)**

Once your returned article is received and inspected, we will send you an email to notify you that we have received your returned article. We will also inform you if your refund has been approved or refused.

If your request is approved, your refund will be processed, and a credit will automatically be applied to your credit card or original payment method within 14 calendar days. If you have paid for the standard delivery of the goods, the cost of standard delivery will also be refunded.

In some cases, only partial refunds are granted (if applicable):

- Products with obvious signs of use.
- Any article that is not in its original condition, is damaged or missing parts for reasons that are not due to our error; and
- Any article returned more than 30 days after delivery.

### **Late or missing refunds (if applicable)**

If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [sales@executivefig.com.au](mailto:sales@executivefig.com.au)

### **Final Sale items**

We do not offer refunds for final sale items unless they are defective.