

RETURNS

Returns, Exchange and Cancellation Policy

Please choose carefully before placing your order, On The Side does not provide refunds or exchange for change of mind.

If in the unlikely event however that a product is damaged or faulty, please contact us at onthesidemelb@gmail.com with your order details and reason for return within 48 hours of receiving your order and we will organise an appropriate course of action. All shipping costs incurred are non refundable.

We reserve the right to refuse a refund or exchange if the goods returned are deemed to be damaged or tampered with and not in accordance with normal use. This does not affect your statutory rights.

In accordance with ACCC Regulations, any orders placed via our website are able to be cancelled within 48 hours of order placement with no penalty.

Please contact us immediately at onthesidemelb@gmail.com for all cancellations.