



DELIVERY /// We deliver Australia-wide. If you can't find your city or town on the Delivery Fees link below, email us at customerservice@limetreekids.com.au for a delivery quote. Please see our Delivery Fees for further information. We do not deliver to PO boxes. Deliveries are sent Monday to Friday in normal business hours 9am-5pm. Unfortunately, our courier network does not deliver on weekends or outside of normal business hours. Please note that the courier networks we use are unable to carry your chair/ottoman inside your home, so please ensure that you have someone available and able to assist carrying your order into your home. All deliveries need to be signed for. If you are not home to accept your order, a card will be left advising next steps for re-delivery and you will be charged a \$25.00 re-delivery fee.

CANCELLATIONS /// We do not accept cancellations with all sales being final, so please choose your items carefully.

EXCHANGES & RETURNS /// Notification via email of intent to exchange or return the item must be made within 7 days of dispatch date. Please email customerservice@limetreekids.com.au to submit a return request. Any items to be returned or exchanged must be returned within 7 days of receipt. After 7 days, all sales are final. Items to be returned must be done so via our preferred courier. Returned items must not have been used or altered in any way and must be returned in brand new condition and in original packaging. The customer is responsible for the exchange or return courier fees. Once we have received and inspected the goods, we will organise an exchange, credit note or refund your payment in full. You will be notified of this via email. Refunds will only be provided in the case of faulty goods, not if you change your mind.