

Returns Policy

Thank you for shopping with Chameleon Designs. We aim to provide you with high-quality products and excellent customer service. If for any reason you are not entirely satisfied with your purchase, we're here to help with our hassle-free returns policy.

1. Eligibility for Returns:

- a) To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original sealed packaging.
- b) Some items, such as perishable goods, personalized items, and gift cards, are not eligible for return.

2. Initiation for Returns:

- a) You have seven days from the date of delivery to initiate a return.
- b) To initiate a return, please contact our customer service team at admin@chameleondesigns.com.au

3. Return Process:

- a) Once your return request is approved, we will provide you with instructions on how to return the item.
- b) Please ensure that the item is securely packaged to prevent damage during transit.

4. Refunds:

- a) Upon receipt of the returned item, we will inspect it and notify you that we have received your returned item. We will also notify you of the status of your refund.
- b) If your return is approved, we will initiate a refund to your original method of payment.
- c) Please note that shipping costs are non-refundable, and you will be responsible for paying the shipping costs for returning your item.

5. Exchange Policy:

- a) If you would like to exchange an item for a different size, colour, or style, please contact our customer service team to arrange the exchange.
- b) Exchanges are subject to availability. If the desired item is not available, we will process a refund for the returned item according to our refund policy.

6. Damaged or Defective Items:

In the unlikely event that you receive a damaged or defective item, please contact our customer service team immediately. We will arrange for a replacement or refund, depending on the circumstances.

7. Final Sale Items:

Items marked as "Final Sale" are not eligible for return or exchange.

This returns policy is effective as of 30/04/2024 and may be subject to change without prior notice.