

Returns Policy

RETURNS POLICY

Our returns policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

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 packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- Gift cards
- Downloadable software products
- Some health and personal care items

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted: (if applicable)

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

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't 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 eda@earthdewangel.com.au.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at eda@earthdewangel.com.au and send your item to: PO Box 147, Gembrook, VIC, 3783, Australia.

Gifts

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.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he/she will find out about your return.

Shipping

To return your product, you should mail your product to: PO Box 147, Gembrook, VIC, 3783, Australia.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Carol's Blog



- [Recipes for Cleaning and Deodorising in the Home Gallery](#)

Recipes for Cleaning and Deodorising in the Home

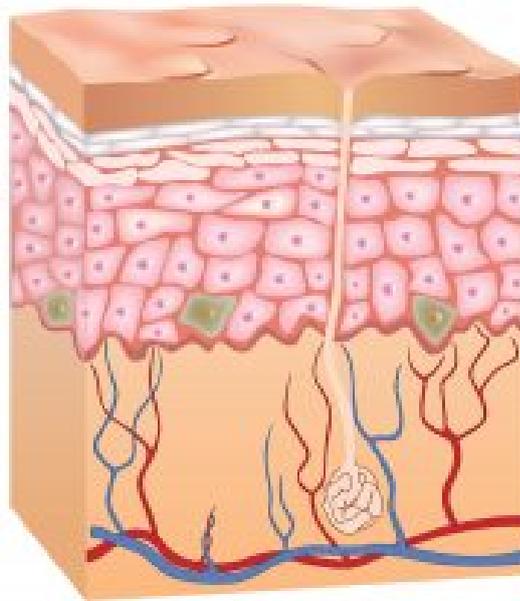
Although great for general health and wellbeing and skincare, essential oils can offer so much more. The powerful properties of essential oils are great for many applications around



- [Recipes for a Pure DIY Room Spray](#)
[Gallery](#)

Recipes for a Pure DIY Room Spray

Once upon a time most commercial air fresheners were laden with toxic chemicals such as Phthalates, Phenols and Formaldehyde, and although some of them have removed these ingredients



- [One Square Inch of Skin Gallery](#)

One Square Inch of Skin

Isaw this once and thought it was a really interesting piece of information... I hope you do too! What is contained in one square inch of skin



[Introducing Dead Sea Salt Scrub
Gallery](#)

[Introducing Dead Sea Salt Scrub](#)

Another addition to our Dead Sea Salt series of products is EDA's Dead Sea Salt Scrub with Lemongrass and Lemon Myrtle, and it is beneficial for all



• [My Son's Approval
Gallery](#)

[My Son's Approval](#)

I was surprised one day when my son pointed out his very dry lips. He was 12 years old at the time and usually didn't want to bother with



- [Lovely Luscious Lips Gallery](#)

Lovely Luscious Lips

Many of us constantly slather our lips with lipsticks, glosses, etc., in an attempt to keep our lips from drying and cracking and to keep them “kissably