



## REFUNDS POLICY

### RETURNS, REFUNDS AND EXCHANGES

The following Refunds policy only applies to orders delivered within Australia. Macro Holdings Australia Pty Ltd trading as Cubikpak does not allow any returns on items purchased unless there is a quality issue with the product. Should there be any dissatisfaction with any product purchased via this website, please contact [info@cubikpak.com.au](mailto:info@cubikpak.com.au)

### PRODUCT (NON-COFFEE ITEMS)

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return. A 15% restocking fee applies.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase. Macro Holdings Australia Pty Ltd Ltd t/as Cubikpak will also accept returns in accordance with Queensland and Australian laws.

To start a return, you can contact us at [info@cubikpak.com.au](mailto:info@cubikpak.com.au). If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Return product postage will be at the discretion of Macro Holdings Australia Pty Ltd Ltd t/as Cubikpak.

You can contact us for any return question at [info@cubikpak.com.au](mailto:info@cubikpak.com.au)

### DAMAGES AND ISSUES

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right. Most items are covered by manufacturer's warranty so if a product is faulty, please contact us immediately so as to authorise a repair or replacement. If an item arrives and is faulty on arrival, please contact us within 14 days so we can arrange a replacement or repair.

### EXCEPTIONS / NON-RETURNABLE ITEMS

Certain types of items cannot be returned, like perishable goods (such as food, coffee, tea, flowers, or plants), custom products (such as special orders or personalised items), and personal care goods. We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.



## EXCHANGES

The fastest way to ensure you get what you want is to contact us at [info@cubikpak.com.au](mailto:info@cubikpak.com.au) and return the item you have and once the return is accepted, make a separate purchase for the new item.

## REFUNDS

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.