

Nourish Green Cleaning Terms & Conditions

How to order

We have made it easy to shop with Nourish Green Cleaning. All you have to do is browse through the products and make your selection by clicking the “add to cart” button. Products can be added or removed at anytime. Finalise your order by selecting the “Buy now” button and follow the steps. Delivery cost will be automatically added to your order. Prices quoted are in Australian dollars and include GST. We will confirm your order by email. If this email is not received please call us on **(03) 8300 7466** during business hours.

Payment Options and Security

We use PayPal as our payment system. This offers you a selection of payment options including Visa, Master Card, American Express, and Bank Card or directly from your Bank Account with e cheque or Instant Transfer. PayPal is one of the most secure forms of payment worldwide protected by 168-bit SSL encryption technology.

Delivery Details and Charges

We charge a flat rate of \$10 Australia wide for purchases under \$250. Delivery is free for purchases over \$250. For orders over 10 kg, large items and orders using more than one box there may be additional postage charges. In this case you will be contacted before sending.

We use **Australia Post e Parcel** for our deliveries to ensure that you can track your purchase. You are required to sign upon delivery. A card will be left if the delivery address is unattended advising you which post office you can pick your parcel up from. Our aim is to ship your order (from Melbourne) within 2-3 working days. The estimated delivery time averages 5-10 working days across Australia. There may be delays if an item is out of stock. If this occurs we will contact you.

We take pride in the quality of your delivery and package your products securely to ensure you receive them in beautiful condition. We recycle all packaging material we receive, so you will often receive recycled packaging.

Refunds and Returns

At Nourish Green Cleaning we are proud of our service history and are confident that your experience with us will be a pleasure.

If you are dissatisfied with a product once you have received it, simply return it within 14 days in an original, saleable and unused condition with the original packaging and we will refund your payment. In this case you are required to pay return shipping costs. Please contact us on **(03) 8300 7466** before you return your purchase and we will advise you on the best course of action.

Disclaimer

In the remote instance that any damage is caused from products sold by Nourish Green Cleaning Pty Ltd whilst being used for their intended purpose the responsibility is with the manufacturer.