



CHEMICAL WIZARDS

Refund Policy

Returns

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

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.

To start a return, you can contact us at support@chemicalwizards.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.

You can always contact us for any return question at support@chemicalwizards.com.au.

Damages and issues

Please inspect your order upon reception 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.

Exceptions / non-returnable items

Certain types of items cannot be returned, like custom products (such as special orders or personalized items). 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 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.

1. An order cancellation fee of 5% may apply for change of mind cancellations to cover transaction and administration costs.
2. Once an order is shipped, Chemical Wizards may offer a refund at its own discretion, however all discretionary refunds carry a 20% restocking fee and all postage fees must be paid by the customer.



Product Warranty & Money Back Guarantee*

Crothead Pty Ltd is committed to quality and promises all products to be free of defects and meet all Australian Consumer Standards. We guarantee you will be 100% satisfied with our products.

We do offer a money-back satisfaction promise. If you are not completely happy with the products you have purchased from us. Please email us and provide us with a *valid reason for your dissatisfaction. We will refund your purchase less any shipping expenses incurred.

Your satisfaction is paramount to Crothead.