

Terms of Use

Murrumbung Studio Ceramics

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Your use of this website and any dispute arising out of your use of it is subject to the laws of New South Wales.

You may only use the website for lawful purposes and in a manner consistent with the nature and purpose of the website.

These terms and conditions do not relate to your use of any product or service described on our website unless otherwise agreed. You must refer to the individual warranty relevant to any particular product or service.

These terms and conditions may be amended from time to time. Your continued use of our website following any such amendments will be deemed to be confirmation that you accept those

amendments.

You indemnify us from and against all claims, suits, demands, actions, liabilities, costs and expenses (including legal costs and expenses on a full indemnity basis) resulting from your use of the website.

In no event will we be liable for any loss, damage, cost or expense including legal costs and expenses (whether direct or indirect) incurred by you in connection with the use of this website.

Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

RETURNS & EXCHANGES

We want you to FALL IN LOVE with your ceramics purchases.

However we understand that sometimes things don't look or fit how you expected them to.

So we are here to help!

When returning an item/s it must not have been damaged in any way.

To be eligible for an exchange or store credit you must notify us and organise your return within 7 days of receiving your item.

Murrumbung Studio Ceramics will not be held responsible if an item/s goes missing while being returned.

We reserve the right to not accept the item back if we feel that the item has been used or if the item has been damaged.

Sales &/or Clearance items are final we DO NOT accept returns or exchanges on these items.

Store credits are valid for 3 months from the date of return.

Before returning an item you will need to email us at shop@murrumbungstudioceramics.com.au and we will reply with a form to fill out and return with the item.

FAULTY OR DAMAGED ITEMS

All items sent out are thoroughly checked before being posted and are packaged with care. In the unlikely event that you receive an item that is faulty or damaged please contact us at shop@murrumbungstudioceramics.com.au we will organise a replacement for you.

You will only be refunded if the item cannot be replaced.

Please Note we do not refund Original Postage.

POSTAGE

At Murrumbung Studio Ceramics we would like to make your online shopping experience as enjoyable and simple as possible.

We offer a flat postage rate for orders within Australia

Your order will be dispatched by the following business day Monday-Friday Excluding Public Holidays.

All of our orders are sent via Australia Parcel Post. You will receive a confirmation email once your order is placed with your Tracking Number

Please note postage on returns due to change of mind or exchange are at the customers expense