



Returns policy

Please choose carefully. Our policy lasts **7 days**. If 7 days have elapsed since your purchase, we do not offer a refund or exchange. We do not give refunds if you simply change your mind or make a wrong decision.

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 temperature sensitive food, these cannot be returned.

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

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds may be granted:

- * Any item not in its original condition or damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 7 days after delivery

Only regular priced items may be refunded and sale items are not refunded.

Refunds (if applicable)

Once your approved 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 your return is approved, then your refund will be processed and a credit will automatically be applied to your original method of payment within seven days

Exchanges

We only replace items if they are defective, damaged, wrongly described, different to the product purchased on the website or if the item doesn't perform as advertised. If you need to do an exchange for the same item, send us an email request at info@campania.com.au and then you will be required to send your item to: 25-29 Industrial Ave, Thomastown VIC 3074, 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 they will be notified about your return.

Shipping

To return your product, you need to mail your product to: 25-29 Industrial Ave, Thomastown VIC 3074, 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, our 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, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.