

## Refund/ exchange/returns

\*Please note that in accordance with the recent COVID-19 updates, returns are currently not accepted by New Zealand Post. We apologise for any inconvenience this may cause.

Can I return something I've purchased?

We are happy to offer a store credit, exchange or refund an item you've purchased - simply contact us within 30 days. Product returns need to be received unopened, unused and in original packaging.

## Faulty/ Damaged/ Incorrect Item

If the item you have received is faulty, incorrect or damaged upon receiving, please contact us within 7 days with a detailed description and photo of item. Do not dispose of item until we have had a chance to chat with you.

## Allergic reactions

In the rare instance you should have an allergic reaction, please discontinue using product immediately. Please take a photo of reaction and get in touch. We will accept returns that have not more than 20% used.

## RETURNS/REFUND POLICY

We do not offer refunds or returns for 'change of mind' circumstance. Should you have received the wrong product, please drop us a line [info@morphhaircare.com.au](mailto:info@morphhaircare.com.au) and we will organise the correct product to be sent out to you.