

MARINE APPAREL & CO – Return and Refund Policy

RETURNS POLICY

We do not accept returns or refunds for change of mind.

Returns are only accepted where an item is faulty, damaged, or incorrect. You must contact us within 30 days of receiving your order to request a return under these conditions.

To be eligible for a return, the item must be in the same condition you received it, unworn or unused, with tags attached and in its original packaging. Proof of purchase is required.

To initiate a return request, contact us at info@marineapparel.com.au. Items sent back without prior approval will not be accepted.

If your return is approved, we will provide instructions on how and where to send your item.

For any return-related questions, contact info@marineapparel.com.au.

DAMAGES AND ISSUES

Please inspect your order upon arrival. If your item is defective, damaged, or you received the wrong item, contact us immediately so we can assess the issue and arrange a replacement or refund where appropriate.

NON-RETURNABLE ITEMS

We do not accept returns for:

- Change of mind
- Sale items
- Gift cards
- Custom or personalised items
- Perishable goods
- Hazardous materials, flammable liquids, or gases

If you are unsure whether your item is eligible, please contact us before purchasing.

EXCHANGES

We do not offer exchanges. If your item is approved for return due to a fault or error, we will provide a replacement where possible or issue a refund.

EUROPEAN UNION 14-DAY COOLING-OFF PERIOD

If your order is shipped to the European Union, you have the right to cancel or return your order within 14 days of delivery for any reason. Returned items must be unused, unworn, with tags attached, and in original packaging, with proof of purchase.

REFUNDS

Once your approved return is received and inspected, we will notify you of the outcome. If approved, refunds will be processed to your original payment method within 10 business days. Processing times may vary depending on your bank or payment provider.

If more than 15 business days have passed since your return was approved, contact info@marineapparel.com.au.