

Delivery and Returns Policy

Delivery

We aim to process all orders within 3 business days.

After your order has been posted, it becomes your property and responsibility (as the Purchaser).

Please ensure your delivery address is correct. Changes to address details can't be made after your order has been processed.

We take no responsibility for parcels returned to us because of an incorrect address. You'll be responsible for the postage to resend your order.

For all problems during transit, it's your responsibility (as the Purchaser) to engage with the Postal Service to resolve. We don't provide replacements or refunds for parcels that go missing or are damaged during transit.

Delivery timeframes are determined by Australia Post (Cool Planet's postal service).

Australia

Standard Australia post shipping rates apply. Express Post is available if requested, at additional cost.

We offer free shipping for orders over \$200.

Free collection is available from Cool Planet's Inglewood shop during trading hours. Please contact us to arrange a collection time.

International (outside Australia)

At this stage we don't ship to addresses outside Australia.

Returns

We do our best to offer you good quality preloved kids' clothing but if you notice a major problem with item you bought from us – please contact us within 7 days of delivery to arrange the return. Cool Planet will cover the return postage charge. Proof of purchase must be provided.

Due to the nature of our business, refunds or replacements won't be given if you change your mind.

After we've received and checked your returned item, we'll contact you to let you know the outcome of your request for refund, store credit, or exchange. Approved refunds will be applied to the same account used for the purchase.