**Refunds, Returns and Exchanges.**

**Refunds Policy**

The BookShop at Caloundra complies with Australian Consumer Law.

Please choose carefully as we do not give refunds for change of mind or making a wrong decision.

Special orders books, sale items, puzzles, games, diaries, calendars and other stationery items, and other non-book items cannot be returned or exchanged.

**Faulty Goods Policy**

All books are sold as complete and in good condition unless otherwise described. Any item found to be incomplete or defective when not so described may be returned within 7 business days of purchase with a full refund provided via the method it was initially paid for.

**Exchange Policy**

If you have gifted a book to someone who wishes to exchange it, each of the following requirements must be met:

* A receipt as proof of purchase must be provided;
* the item must be in as-new, saleable condition; and
* it must be within 28 days of the original purchase date.

Special orders books, sale items, puzzles, games, diaries, calendars and other stationery items, and other non-book items cannot be returned or exchanged (unless faulty).

If the new item(s) cost more, than the original purchase, you will be required to pay the difference. If they cost less, we will issue a gift voucher for this value.

**Gift Vouchers**

Gift Vouchers are not refundable.