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REFUNDS, DISPATCH & DELIVERIES POLICY

Delivery

Payment must be received prior to delivery. An exception can be arranged for current account holders of Citrus Australia Ltd.

We use standard post for delivery and expect all regular orders to be shipped within 3 working days.

Returns policy

Our policy lasts 30 days. If 30 days have gone since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received.

Refunds policy

Once your return is received and inspected, we will send you an email to notify that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your card or original method, within a certain amount of days.

Late or missing refunds

If you have not received a refund, first check your bank account again. Then contact your credit card company. It may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

Exchanges

We only replace items if they are defective or damaged, if you need to exchange it for the same item, send us an email at office@citrusaustralia.com.au or send your item to 94 Lemon Ave, Mildura, Vic, 3500.

Shipping

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchange product to reach you may vary.