

## Orders and Shipping

Please note, as all the items are custom made for you by a third party and sent from different locations, delivery of some items may require more than 20 days, We ask that you exercise patience as you await your order to arrive. It is recommended to not order at the last moment.

## Return Policy

**Before purchasing**, please note that we do not accept returns and do not provide size exchanges.

All orders are not refundable.

We do not refund orders for buyer's remorse.

Any claims for misprinted/damaged/defective items must be submitted within 30 days after the product has been received. For packages lost in transit, all claims must be submitted to [admin@melbourneviolinacademy.com.au](mailto:admin@melbourneviolinacademy.com.au) no later than 30 days after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

Unclaimed returns get donated by the supplier to charity after 30 days.

Please ensure you correctly write out the return address.

Wrong Address - If you provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

Unclaimed - Shipments that go unclaimed are returned to our facility and you will be liable for the cost of reshipment.

We do not accept returns of sealed goods, such as but not limited to face masks, which are not suitable for return due to health or hygiene reasons. You hereby agree that any returned orders with face masks won't be available for reshipping and will be disposed of.

**Notification for EU consumers:** According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:

1. the supply of goods that are made to the consumer's specifications or are clearly personalized;
2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.