

At Lorraine Lea, absolute delight is our number one priority. We take complete pride in the quality of our products and want you to fall in love and stay in love with them. That's why if you're not absolutely delighted with your purchase we've made our exchange & returns process simple, easy and hassle free!

exchanges

Should you wish to return an item purchased, all we ask is, you follow these simple guidelines:

- Item(s) must be returned within 30 days from the despatch date.
- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons [such as pillows, mattress toppers/protectors, quilts] can only be exchanged if the seal is intact.

Please note postage and handling will apply for exchanges.

faulty item

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. Every now and then a manufacturing fault may occur. In this instance, you are entitled to a replacement or refund for major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please contact your Independent Stylist or our Support Centre as soon as you discover the fault, advising of the faulty item, a description of the fault and the order number. You will be provided with a Reply Paid address.

change of mind

The return of an item(s) where the customer has ordered incorrectly or has changed their mind may be accepted at the discretion of Lorraine Lea. Item(s) must be returned within 30 days from the despatch date.

- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons [such as pillows, mattress toppers/protectors, quilts] can only be exchanged if the seal is intact.

Please note postage and handling will apply for exchanges.

refund

The return of an item(s) purchased for a refund may be accepted at the discretion of Lorraine Lea.

- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons [such as pillows, mattress toppers/protectors, quilts] can only be exchanged if the seal is intact.
- If the item(s) purchased were paid using Host Reward Credits, the amount paid by Host Rewards Credits will be reissued in the form of a credit note and the remaining paid amount refunded as per the original method of payment.
- If the item(s) purchased were paid using a Credit Note or promotional voucher Lorraine Lea will provide an exchange or a credit note.

We do not refund postage and freight charges.

Lorraine Lea is not liable for any loss, damage or delay arising from, or in connection with, the transport and return of the item(s) to Lorraine Lea.

sale item

Sale item(s) may only be returned providing it is not marked as a "Clearance Sale" item (subject to the Australian Consumer Law). Should you wish to return a Sale item(s) you have the choice of an exchange or credit note.

We will always let you know if a particular sale or promotion excludes returns on the product page or product catalogue.

credit notes

Our credit notes are valid for 12 months from the date of issue. Credit notes are able to be redeemed when placing an order with your Lorraine Lea Independent Stylist, and/or in a home styling party.

Please note credit notes are not transferable and cannot be used to purchase gift vouchers or reverted to a refund.

cancelling your home styling party order

We conduct our business according to the Direct Selling Australia (DSA) Code of Practice.

Should you wish to cancel an order, or obtain a refund on an item(s) purchased in a home styling party, you may do so within 10 business days of placing the order/making the purchase.

Please note, if you are attempting to cancel an order, or obtain a refund on an item(s) purchased outside of the 10 business day period, you will need to contact your Independent Stylist or our Customer Support Team.

If you have any questions, please call your Independent Stylist or Customer Support on freecall **1800 641 089** or visit our website at lorrainelea.com and lodge your enquiry on the Contact page.