



Return Policy

RETURNS, REFUNDS AND EXCHANGES

Patch Mate aims to provide the best quality products and service to ensure our customers are happy with their purchase and our customer service.

With this in mind please read our Returns, Refunds and Exchanges policy before you buy, so you are familiar with our policy on refunds, returns and exchanges.

Our return policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

RETURNS/WARRANTY

Patch Mate warranty covers manufacturing defects for our products purchased new.

If a product needs to be returned, the purchaser/buyer is responsible for the costs of return shipping. Shipping costs are non-refundable.

Once your return is received and inspected, we will send you an email to notify you 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 credit card or original method of payment.

EXCHANGES

To be eligible for an exchange, your item must be unused and in the same condition that you received it. It must also be in the original packaging. We will not exchange based on change of mind, however we will happily exchange if what you received is not what you ordered.

REFUNDS

To be eligible for a refund, we require proof of purchase. A receipt issued within 60 days.

Please do not send your purchase directly back to us before discussing it with our team.

Late or missing refunds*

If you haven't received a refund yet, first check with your bank. There is often some processing time before a refund is posted.

If you've done this and you still have not received your refund yet, please contact us at asmin@patchmate.com.au

RETURN SHIPPING

Return shipping is at the purchasers/buyers expense.

Delivery Policy

DELIVERY TIMES

- Customers in the Illawarra will receive order within in 2-3 business days.
- Customers in Metro areas on the East Coast will generally receive their order within in 2-10 business days.
- The rest of Australia will generally receive their orders within 3-14 business days.
- Delivery is via Australia Post, so delivery times is dependent on Australia Post.

SHIPPING DAMAGES

- The customer will have 5 full working days from date of receipt to send item back (This will be at the customers expense. If item is being returned due to no fault of their own the cost will be covered by Patch Mate).

INTERNATIONAL SHIPPING

We do post our patches internationally. The cost of postage for international orders is \$5 per order.

GENERAL SHIPPING ENQUIRIES

For all enquiries regarding shipping of our products please email admin@patchmate.com.au