

# Shipping & Returns Policy

## Pretty Privilege Bag Hook

### Shipping

We offer free standard shipping Australia-wide on all Bag Hook orders.

Orders are dispatched within 2-5 business days of payment being received. Once dispatched, you will receive tracking details via email.

Delivery timeframes vary depending on your location. While we aim to get your order to you as quickly as possible, we are not responsible for delays caused by Australia Post or third-party carriers once your order has left our hands.

We are not currently shipping internationally. Australian orders only.

### Returns & Refunds

We do not offer returns, exchanges or refunds for change of mind. Please choose carefully before placing your order.

If your item arrives damaged, faulty, or you receive the incorrect product, please contact us at [hello@prettyprivilege.club](mailto:hello@prettyprivilege.club) within 7 days of receiving your order with:

- Your order number
- A description of the issue
- Photos showing the fault or damage

Where a product is confirmed to be faulty, damaged or incorrectly sent, we will offer a replacement, refund or store credit in accordance with Australian Consumer Law.

### Australian Consumer Law

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a 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.

Nothing in this policy limits or excludes any rights you have under the Australian Consumer Law.

## **Damaged or Lost in Transit**

If your order arrives visibly damaged, please take photos before opening and contact us within 7 days at [hello@prettyprivilege.club](mailto:hello@prettyprivilege.club). We will work with you to resolve the issue.

If your tracking shows your order as delivered but you have not received it, please first check with neighbours and your local post office. If the parcel cannot be located, contact us and we will lodge an investigation with the carrier on your behalf. Please note we cannot guarantee outcomes of carrier investigations.

## **Incorrect Address**

Please ensure your shipping address is correct at the time of placing your order. Pretty Privilege Club is not responsible for orders delivered to an incorrect address provided by the customer. If you notice an error immediately after placing your order, contact us as soon as possible at [hello@prettyprivilege.club](mailto:hello@prettyprivilege.club) and we will do our best to update it before dispatch.

## **Cancellations**

Orders cannot be cancelled once they have been dispatched. If you wish to cancel an order prior to dispatch, please contact us immediately at [hello@prettyprivilege.club](mailto:hello@prettyprivilege.club) and we will do our best to accommodate your request.

## **Contact**

For any questions regarding your order:

[hello@prettyprivilege.club](mailto:hello@prettyprivilege.club) Pretty Privilege Club ABN: 92 672 559 465

*Last updated: June 2026*