

Return & Refund Policy

If, for any reason, You are not completely satisfied with a purchase, We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us in our online shop.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Samantha X After Dark.

Service refers to the Website.

Website refers to Samantha X After Dark, accessible from www.samanthaxafterdark.com.au and www.afterdark.net.au

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Your Refund Rights

You are entitled to refund Your Order within 30 days without giving any reason for doing so.

The deadline for refunding an Order is 30 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of refund, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- Email: samantha@samanthax.com.au

We will supply you with a refund form to return with your goods. We will reimburse You no later than 5 business days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order.

Online courses, guides or ebooks are non-refundable. Given the nature of downloadable digital items, we do not offer a refund or credit on a purchase unless required under Australian consumer law or other relevant consumer protection laws. The preview and description given of the product on the website is clear and described as presented.

Coaching services are also non-refundable. We do not offer any refunds for services that have already been delivered. If you have paid in advance and cancelled your service at least 24 hours in advance, please contact us via email and we will provide a full refund. For cancellations within less than 24 hours from the scheduled service, a \$50 fee will be deducted from your refund.

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 30 days
- The Goods are in the original packaging
- The Goods were not used or damaged
- You have the receipt or proof of purchase
- If You ordered clothing/intimate apparel/lingerie and are unhappy with the size/design, you can exchange it for another size/item provided the item has not been washed, worn, and is in re-sellable condition with all labels still attached. You are responsible for all shipping costs, which will include re-shipping the new item(s) to you.
- If You received the wrong item or the item was defective/damaged you will incur no additional shipping charges. You will need to send the package back via standard shipping via Australia Post, along with a receipt of what you paid for shipping and we will refund your money upon receiving your return. We will re-ship your new item and you will be emailed your new tracking number.
- Sale/Clearance/Promotion products are not returnable.

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalised.

- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery. This includes sex toys, condoms & lube.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any products that does not meet the above return conditions.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. Please send the Goods at the following addresses:

All lingerie/hosiery items:

Samantha X After Dark
Returns Department
Distribution Centre
PO Box 9
Peckville, PA 18452
USA

All other products:

Samantha X
Parcel Collect 10211 37568
20 Hall Street
Bondi Beach
NSW 2026
AUSTRALIA

We cannot be held responsible for Goods damaged or lost in return shipment. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us by email: samantha@samanthax.com.au.