

REFUNDS & RETURNS POLICY

Gemfish Opals Pty Ltd trading as Black Opal Direct A.B.N.18 050 293 993 (**we, us, our, or Black Opal Direct**) makes every effort to be fully transparent at all times. Accordingly, we have developed this Refunds & Returns Policy to ensure that you are fully aware of your rights with respect to refunds and returns.

Returns and refunds

If you are concerned about your entitlement to a refund or exchange, we recommend that you read on to learn about your rights and our obligations to you.

30-DAY GUARANTEE

We want you to love your purchase with us. However, if you are in some way disappointed with your purchase, or if you change your mind, then we would want to know about it. So, with respect to any Item that you purchase from us, if you are not satisfied with the quality of the Item or you have simply changed your mind, then please let us know you and we will happily provide you with a refund or exchange.

Our money-back guarantee is available for up to 30 days from the purchase date (the **Guarantee Period**) and does not apply to sale items, custom jewellery, rough opal or rubbed opal that has been worked in any way.

Any refund requests outside of our Guarantee Period must be made in accordance with the below section titled 'Your entitlement to a refund or exchange'.

Your entitlement to a refund or exchange

You will be entitled to a refund or exchange where we are required to do so under any relevant laws, including the Australian Consumer Law. You may ask for a refund or exchange, if an item has a major problem, or is significantly different to what you asked for.

In the event that you believe that you are entitled to a refund or exchange, you must provide us with:

- your full name and address;
- the original order number; and
- the reason for claiming the refund or exchange.

Returning items to us

If you wish to return an item to us, we recommend that you contact us as soon as possible after becoming aware of the issue prompting your request for a refund or exchange. Delayed claims for refunds or exchanges may lead to your request for an exchange or refunds being rejected.

We reserve the right to assess the condition of a returned item prior to offering a refund or exchange. This may result in a refund or exchange being refused by us. You may be entitled to a refund equal to the cost of the item only. You may be entitled to an exchange for an identical item, or one of a similar value.

How to return items:

IMPORTANT: Please contact us prior to shipping as valuable items such as opal, if not disclosed correctly, may be liable for customs duties and taxes.

Package the item/s in a shipping bag or box that will prevent damage in transit. We recommend similar packaging to what you originally received the item/s in. If possible, include the original packaging for the returned item.

Black Opal Direct takes no responsibility for items that are returned but become lost or not delivered to us. If you are concerned about loss or damage in transit, you should consider adding tracking or insurance. However, this is at your sole discretion, and Black Opal Direct makes no representations or warranties in relation to the security of returned item/s.

Send the item/s to Gemfish at PO Box 350, Paradise Point, Queensland, Australia 4216. Ph. +61 438 130 438.

Upon receipt of the item/s, we will inspect them and if they are returned in accordance with this Refunds & Returns Policy and we are satisfied that you are entitled to a refund or exchange, we will issue you with a refund or exchange.

Return delivery charges

We strongly advise you to contact us prior to shipping to ensure the item is disclosed correctly to avoid excess customs and duties charges. We will advise on import costs.

We recommend you return the item to us via a shipping method that allows the delivery can be tracked and insured. All shipping costs will be the responsibility of the customer, until such to that we have confirmed that there is a fault with a product or that we have made a shipping error.

Provision of refunds or exchanges to you

If after assessing the condition of the returned item/s, your refund is approved, we will send you an email confirming that your refund will be issued. Refunds will generally be processed within five (5) to seven (7) days of our receipt of returned items.

All refunds will, generally, be issued via the same payment method used to purchase the items. There may be delays in the provision of the refund that may be caused by the issuing bank. Please contact us if you have not received your refund within five (5) days of us notifying you that a refund has been issued.

Enquiries

Please [email](#) us if you have any questions regarding our Refunds & Returns Policy.

Refunds & Returns Policy last updated on 20 March 2020.