

Amethyst Royal – 12-Month Warranty & Returns Policy

At Amethyst Royal, we stand behind every product we sell. That's why all purchases come with our 12-Month Warranty Guarantee — giving you confidence that your item is built to last.

If your product develops a defect within the first year, we'll repair or replace it at no cost. If repair or replacement isn't possible, you may be eligible for a refund under Australian Consumer Law.

■ Our Guarantee Covers:

- Manufacturing defects in materials or workmanship.
- Product failures under normal intended use.

■ Does not cover:

- Normal wear and tear.
- Damage caused by misuse, neglect, or accidents.
- Unauthorized modifications or repairs.

■ Faulty or Misrepresented Items

Under Australian Consumer Law, you are entitled to a refund, replacement, or repair if an item:

- Has a major fault or defect not disclosed.
- Is significantly different from the description or sample provided.
- Does not perform as promised.

If you believe your item is faulty or misrepresented, please contact us within 14 days of receiving your purchase.

■ Conditions for Returns

- Item must be returned in original condition, including packaging and documentation.
- Proof of purchase (receipt or invoice) is required.
- Return shipping costs are the responsibility of the customer.

■ Simple Return Process

1. Contact us with your proof of purchase and issue details.
2. We'll assess your claim and provide return instructions (if applicable).
3. Once received and inspected, we'll notify you and process your refund, replacement, or repair.

■ Change of Mind

We do not offer refunds or exchanges for change of mind, so please choose carefully before purchasing.

■ For warranty or returns, contact us at:

Sarah@amethystroyal.com