



MARKETING, SALES & SERVICE  
E-COMMERCE REFUND POLICY  
CSMPMSS032

### **Purpose**

The purpose of this document is to clearly outline the refund obligations relating to e-commerce purchases of merchandise made via the Coral Sea Marina online shop.

### **Overview**

Coral Sea Marina offers gift and merchandise items for sale in store (at the marina office) or online via the marina website.

By making a purchase on the marina website, purchasers agree to abide by this refund policy.

### **Guidelines**

#### **Eligibility for Refunds**

We offer refunds on products that are defective, damaged upon arrival, or if you received the wrong item.

Refunds are subject to verification of the issue. We may request photographic evidence or other documentation to process your refund.

#### **Refund Procedure**

To initiate a refund, please contact our marina team within 30 days of receiving your order.

Please provide your order number, a detailed description of the issue, and any supporting evidence (such as photographs). Our team will review your request and provide instructions on how to proceed with the return or refund process.

#### **Return Shipping**

If your refund request is approved, you may be required to return the item(s) to us. We will provide you with a return shipping label or instructions on how to return the item(s) at no additional cost to you.

Items must be returned in their original packaging and in the same condition as when you received them.

#### **Refund Options**

Once we receive the returned item(s) and verify the issue, we will process your refund.

Refunds will be issued to the original payment method used for the purchase.

Depending on your payment provider, it may take several business days for the refund to appear in your account.



### Non-Refundable Items

Some items may not be eligible for refunds, such as:

- Digital products or services (e.g., downloadable software, gift cards).
- Products that have been used, altered, or damaged by the customer.

Please review the product description and terms of sale before making your purchase.

### Cancellations

Orders may be cancelled before they are shipped. Once an order has been shipped, it cannot be cancelled, but you may still be eligible for a refund as per our refund policy

### Changes to Refund Policy

We reserve the right to modify or update our refund policy at any time. Any changes will be effective immediately upon posting on our website.

### Contact Us

If you have any questions relating to product purchases made via our online shop or in store, please contact [marketing@csmr.com.au](mailto:marketing@csmr.com.au)

### Document Authorisation

- **Prepared by:** Brand Experience Manager
- **Reviewed by:** Head of Marketing & Business Development
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