**Shipping Charges**

The following Shipping charges will be applied at checkout.

*Australia – Flat Rate of AUD$10. No charge for orders over AUD$100.*

*International – Flat Rate of AUD$20.*

**Purchases at Retail Outlets**

For purchases made other than via this website, please consult with the retailer where you purchased the product for their return and exchange policy. We are unable to accept returns or exchanges of product unless it was purchased through this website.

Christopher Blackwell/Harmonic Elixirs will fully refund or replace any goods purchased if they are found to be faulty, or damaged. For instructions on how to return such products, please read “Returns of Opened Product” below.

**Return / Exchange Policy for Un-Opened and Intact Harmonic Elixirs Product**

If you change your mind about the products you have ordered and decide you no longer wish to use them, your unopened and intact Harmonic Elixirs product(s) purchased via this website can be returned to us for a refund or exchange under the following conditions:

1. Products must be unopened and in the original condition.
2. Products must be sent back within 7 days from original receipt of goods.
3. Your proof of purchase / order information must also be included in the return.

Failure to meet with these conditions will result in an exchange or refund being denied.

Refunds will be processed in the same form that you originally paid for your order as soon as possible upon receipt of the returned products.  Please note that refunds cannot be processed to expired credit cards.

The total value of the refund will equal the payment made for the goods purchased, excluding freight and any other relevant fees, including Customs or Import fees, if any.

**Return of Products Purchased on Promotion or as Part of a Gift Pack**

If the products you wish to return were purchased at a promotional or special offer price, the credit refund will be no more than the price paid for the products at the time of purchase.  All goods must be returned in a new and unused condition within 7 days from the receipt of your order.  No refunds or replacements will be given if the carton/box (if applicable) has been opened and the product has been used, damaged or tampered with.  In the case of gift packs, the entire pack must be returned intact. Individual products will not be refunded.

**Return Ship-To Addresses**

Please be sure to return your products to the correct address. Read below for the correct return address based on where you received your product order.

Online orders

If you received your order placed via this website and wish to return it to us in accordance with the conditions listed above, please send it to:

Customer Returns:

Harmonic Elixirs

137 Jerrang Street,

Indooroopilly, Queensland, Australia, 4068

**Returns of Opened Harmonic Elixirs Product**

Regrettably, we cannot offer a refund or exchange once the product has been opened and used unless the product is faulty or defective.

If you believe the product is faulty/defective in any way, you may request an exchange of opened product.

In order to arrange the return for a faulty or defective product, please contact our Customer Care Team by emailing <chris@christopherblackwell.com.au>. Include in your email your name, invoice number and name of product, along with the reason you believe the product is faulty.

Upon receipt of your email, we will email you a return authorisation number and inform you where to send the faulty product.

Christopher Blackwell/Harmonic Elixirs will exchange a faulty/defective product if it is found there was a production error. If it is found that the product is faulty, the product will be replaced (the same size and value of the original product ordered) and the exchange shipping will be paid for by Christopher Blackwell/Harmonic Elixirs.

If it is found that the product is not faulty, the customer will be charged the shipping fees.

**Cancellations and Changes to Harmonic Elixirs Online Orders**

Christopher Blackwell/Harmonic Elixirs will endeavour to arrange the dispatch of your order as soon as we receive it. If you have changed your mind about your order and would like to cancel or change it, please email [chris@christopherblackwell.com.au](mailto:chris@christopherblackwell.com.au) as soon as possible, quoting your Harmonic Elixirs order number.  If your order has already entered the dispatch process, unfortunately, it cannot be changed or cancelled.

**Incorrect Orders**

If you have received your order from Christopher Blackwell/Harmonic Elixirs and it is incorrect, please email <chris@christopherblackwell.com.au> and include your Harmonic Elixirs order number, so that we can arrange to have the correct products sent to you and the incorrect products returned to Harmonic Elixirs.

We will dispatch the correct replacement for any incorrect product within 2 working days of receipt of return of the incorrect products.  Your return must be accompanied with a proof of purchase and the products must be returned in a new, unused and re-saleable condition.

We ask our customers to advise us as soon as possible if your order has been delivered significantly late, damaged or incorrect. If this is the case, please email us at <chris@christopherblackwell.com.au>.

Please note that all claims will be honoured at the discretion of Christopher Blackwell/Harmonic Elixirs and Christopher Blackwell/Harmonic Elixirs reserves the right to refuse to refund or replace any customer claims when returns are excessive and it appears that the policy is being manipulated or abused.

**Australia Delivery Times**

We endeavour to dispatch shipments within two working days of placing your order.  Most destinations in Australia will receive items within 7 working days, however, remote destinations can take up to 14 working days.

**International Delivery Times**

PLEASE NOTE:

Deliveries are made during normal business hours.

ALL China, USA, Europe & International deliveries MUST BE SIGNED FOR.

All imported goods are subject to assessment for import taxes and charges even if you imported those goods for your own use.

We endeavour to dispatch international orders (all locations other than Australia) within two working days of receiving your order.

Most destinations worldwide will be delivered to within 5-10 working days, however remote destinations may take up to 15-20 working days depending on customs regulations within your country.

Unfortunately, Christopher Blackwell/Harmonic Elixirs cannot guarantee these exact shipping windows. Each shipment is different and will vary from country to country.

**Delivery Charges per Order**

Christopher Blackwell/Harmonic Elixirs will not be liable for any additional charges levied as a result of any import tax which may be applied.

In some countries products may be undeliverable. In the event that this happens, Christopher Blackwell/Harmonic Elixirs will refund the total value of the products to the customer, excluding freight and any other relevant fees.

Please note that you will be asked to check your agreement to our [Terms & Conditions](https://harmonic-elixirs.myshopify.com/pages/terms-and-conditions) when placing your order.  According to our terms and conditions in the Christopher Blackwell/Harmonic Elixirs Refund & Exchange Policy, you agree to cover the cost of freight for exchanged products or returns, unless you receive an incorrect or defective order.

**Customs Declaration**

A customs declaration must accompany all international shipments. We are required to state the value of the goods to customs. This will be as per the order value in AUD.  We are unable to mark any order as a 'gift' as we are a retail company.

**Exchange Rate**

International orders will be charged in selected international currencies.  The final transaction charge to your account may vary slightly due to moment-by-moment exchange rate fluctuations.

**International Taxes and Duties**

Any International Taxes & Duties are payable by you (our customer). Christopher Blackwell/Harmonic Elixirs will select the best methods to minimise costs of taxes / duties / customs & freight wherever possible to make your experience in purchasing our product online as pleasant and convenient as possible.  Unfortunately, Christopher Blackwell/Harmonic Elixirs is unable to provide information relating to the cost of unexpected taxes or duties as these charges vary and are beyond our control.

**Tracking your order online**

Upon dispatch of your order, a consignment note number will be emailed to you for ease of reference. You may track the progress of your shipment at any time, via the designated shipping companies’ website tracking facilities.

**Stock Availability**

Occasionally we experience short periods of stock being unavailable through our website. If one of the items you would like to order is listed as out of stock, please return to our website and place your order at a later date.

**Privacy & Security**

At Christopher Blackwell/Harmonic Elixirs, we want your online shopping experience to be pleasant, easy and safe. We have gone to great measures and installed security programs to ensure all information used on our website is kept private. All of your personal data (name, address, credit card number) will be kept secure, so it cannot be read by anyone over the Internet. We are bound by the Commonwealth Privacy Act 1988, which set out a number of principles concerning the protection of your personal information. Christopher Blackwell/Harmonic Elixirs will not sell, rent or disseminate your personal information to other parties. We guarantee that every online transaction you make will be 100% safe. This means you pay nothing if unauthorized charges are made to your card as a result of shopping at our online store. Under the Fair Credit Billing Act, your bank cannot hold you liable for more than AUD50.00 of fraudulent charges. If your bank does hold you liable for any portion of this AUD50.00, Christopher Blackwell/Harmonic Elixirs will cover the entire liability for you, up to the full AUD50.00. This liability will be covered when Christopher Blackwell/Harmonic Elixirs receives all documentation from a recognised bank confirming that the charges were made from our website, and were not authorised by the cardholder.

**Liability of Christopher Blackwell/Harmonic Elixirs**

Please check all your order details carefully before processing your order. Christopher Blackwell/Harmonic Elixirs will not take responsibility for any product lost or stolen that is addressed incorrectly due to incorrect information entered on your order form.

**Goods and Services Tax**

Christopher Blackwell/Harmonic Elixirs is based in Australia and we are required by law to charge Goods and Services Tax on all orders shipped to customers within Australia.

**Review of Terms**

These terms and conditions are subject to change from time to time without notice.  Each order or transaction will be governed by the terms and conditions in force upon the date of that transaction.