

Returns & refunds

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IN SHORT

- Ready-to-ship pieces: return within 14 days of delivery, unworn with tags, for a refund. Return postage is paid by you.
- Made-to-order, custom and one-of-one pieces: no change-of-mind returns.
- Faulty or not as described? We'll repair, replace or refund.
- Your rights under Australian Consumer Law always apply.

1. What this covers

Plain-language summary of who these terms apply to and when.

[Lawyer to draft]

2. Buying on Off One

How orders, payment and delivery work between you, the maker and Off One.

[Lawyer to draft]

3. Made-to-order pieces

Measurements, lead times and when an order can be changed or cancelled.

[Lawyer to draft]

4. Faulty or not as described

Your rights under Australian Consumer Law, and how we resolve problems.

If your piece arrives faulty, damaged, or isn't as described, tell us within 7 days of delivery with photos, using 'Report a problem' on your order. The maker replies within 2 business days and will repair, replace or refund it. For custom pieces made to your measurements, the maker will first alter it to fit what was agreed. If you and the maker can't agree, Off One decides. This applies to every piece, whatever kind it is.

This doesn't affect your rights under Australian Consumer Law, which continue after the 7 days.

5. Change-of-mind returns

The 14-day window for ready-to-ship pieces, the condition required, return postage, and why made-to-order, custom and one-of-one pieces are excluded.

Ready-to-ship pieces can be returned for a change of mind within 14 days of delivery, unworn, with tags and original packaging. Start the return from your order, send it back to the maker with tracking within 7 days, and you're refunded the item price once they receive it. Return postage is paid by you, and original shipping isn't refunded.

Made-to-order and custom pieces are made after you buy, and one-of-ones are the only one there is, so they can't be returned for a change of mind. Please check the size guide or ask the maker before ordering.

6. Contact

How to reach us about these terms.

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