

TERMS AND CONDITONS

Delivery

Average delivery days will be 14 days up to a maximum of 30 days. If you still have not received your purchase within this time frame. Please contact us URGENTLY.

Refunds / Returns Policy

Please contact us at operations@ritello.com.au prior to sending any returns/exchanges back to us.

All returns/exchanges must include any accessories, documentation, etc., that was originally shipped with the product.

Returns/exchanges may take up to 2 weeks to process, not including shipping times.

You are responsible for return shipping charges that are not related to a defective product or that was damaged during initial shipping to the customer.

Returns are only accepted within 30 days of the date of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To return your product, please contact us at operations@ritello.com.au

To process your return, we require a receipt or proof of purchase. You will be responsible for shipping costs. If the product is received by us in unused and undamaged condition and in its original packaging, we will refund your purchase.

Please do not send your purchase back to the manufacturer.

Shipping

To return your product, please contact us at operations@ritello.com.au

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, any shipping costs paid for by Ritello will be deducted from your refund.

Damaged in Shipment

Be sure to inspect your product once you receive it. Any damage from shipping must be reported to Ritello within 14 days of receipt of the product.

If you receive your product and it has been damaged during shipment, please email us at operations@ritello.com.au right away. Include a description of the damages, and include pictures if possible. This information is extremely helpful to us in making sure that our products are packaged and shipped properly. We will arrange for the damaged products to be replaced.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or Missing Refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at operations@ritello.com.au