

General Returns/Refunds Policies

Return of goods is at customers' expense, unless arranged or authorised by an Theatre Safe Australia representative.

Faulty goods will be fully refunded or exchanged if the goods are returned with proof of purchase.

Returns will only be accepted up to 30 days from invoice date or receipt of faulty goods.

Goods must be in saleable condition, i.e. undamaged, not written in/on and with no obvious signs of use.

No refunds will be issued for firm sale items, these items are ones that have been specifically ordered for you and are not a regularly stocked item.

Change of Mind is unfortunately not a refundable option.

Missing, damaged or incorrect items must be reported within 7 days of receipt of goods. Returns are accepted up to 30 days from invoice date or receipt of goods.

Please Note: Delivery address can be any nominated address that Australia Post can deliver too.