

Returns Policy

We understand that from time-to-time you may need to return an item to us.

Before returning any items please contact PsychOz Publications Customer Service Team to discuss your reason for requiring a return and organise an approval to return an item to PsychOz Publications.

Before contacting PsychOz Publications regarding a return please understand the following terms of business:

1. PsychOz Publications will not pay for postage if you are returning an item because you have changed your mind, or made a mistake in your ordering.
2. If you have changed your mind, or made a mistake, we require notification within 5 business days of the recorded delivery date.
3. If you received a faulty or damaged item, we require notification within 5 business days of the recorded delivery date.
4. If the item you received is not what you ordered, we require notification within 5 business days of the recorded delivery date.
5. PsychOz Publications is NOT obligated to offer a store credit for products that are returned damaged or never arrive. The PsychOz Publications returns address is: PO Box 124, Kew VIC 3101. To qualify for a credit an item must be returned in perfect condition ready to be resold. Failure to package a returning item properly will undoubtedly result in no store credit and the product will be returned to the customer.
6. A store credit issued for a return will be for the value of the returned item only. A store credit for a specific item does not cover the cost of postage.

Before returning any items please contact PsychOz Publications to discuss your reason for requiring a return and organise an approval.

If you are returning an item for a store credit you will require enough packaging and protection e.g. bubble-wrap and sturdy cardboard to ensure that contents do not slide around and cause damage. Items need to be returned within 14 days from the date of purchase.

We suggest you keep your PsychOz Publications packaging until you have made contact with the Customer Service Team. We encourage you to re-use the packaging that PsychOz Publications has used to send the item. If you feel that the packaging cannot be reused for whatever reason you will need to provide your own secure and sturdy packaging.

An item being returned must include a copy of your original tax receipt supplied by PsychOz and specify the reason for the return, plus detailed information if the return is due to a fault.

DVD & Blu-ray Returns

I have changed my mind or I made a mistake with my order

PsychOz Publications are unable to accept returns for DVD's due to change of mind or mistakes with orders.

The item I ordered arrived damaged

PsychOz Publications does pack every parcel with care to ensure it arrives at its destination in the same condition it left our facilities. Unfortunately a small percentage of packages do arrive damaged due to mishandling by Australia Post employees and contractors as part of their standard parcel delivery program. As Australia Post offers PsychOz Publications customers the most cost-effective and comprehensive delivery program we acknowledge that some parcels may arrive damaged and require replacing.

If your item was damaged between leaving our warehouse and arriving at your delivery address, you must message PsychOz Publications with your order number and the condition of your item/s within 2 days of the recorded delivery date.

PsychOz Publications will replace the DVD or Blu-ray, depending on availability once the original disc is received back. PsychOz Publications will provide instructions for returning the item. Refunds will not be processed unless a replacement cannot be provided.

The item I ordered arrived faulty or didn't work as intended

If your item is found to be faulty, you must message PsychOz Publications with your order number and the fault or problem of your item/s within 2 days of the recorded delivery date.

PsychOz Publications will replace the DVD or Blu-ray, depending on availability once the original disc is received back. PsychOz Publications will provide instructions for returning the item. Refunds will not be processed unless a replacement cannot be provided.

The item I received is not the item I ordered

If you receive an item that is not what you ordered, you must message PsychOz Publications with your order number and the missing title and received title within 2 days of the recorded delivery date.

PsychOz Publications will replace the DVD or Blu-ray, depending on availability once the original disc is received back. PsychOz Publications will provide instructions for returning the item. Refunds will not be processed unless a replacement cannot be provided.