

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.

Please be advised of the following terms of business:

1. Orders can be cancelled and a full refund provided if you notify us BEFORE the order has been processed and shipped into the Australia Post system. A Shipping Confirmation email is generated from our website advising the time that an item has been shipped and an Australia Post Tracking Number. Where possible, orders are processed the day they are received.
2. Refunds cannot be provided for orders AFTER the item has been shipped. If you have changed your mind, or made a mistake, please notify us within 5 business days of the recorded delivery date. A store credit (minus the postage costs) can be offered once the item has been returned in perfect condition and within 7 days of receipt.
3. Please be advised that PsychOz Publications are unable to accept sale items for return at ANY time. We are also unable to accept returns for DVD orders due to change of mind or mistakes with selection of items for orders.
4. If you have approval to return an item/s for store credit you will need to return the item with a Tracking Number and pay for the return postage costs (often a lot more than the \$6.95 we charge). We are unable to offer a store credit for products that are returned in a damaged state or that never arrive. Failure to pack a return item securely will result in no store credit and the damaged product will be returned to the customer. Please use effective and sturdy packaging and protection, e.g., sturdy cardboard well-taped to ensure that contents are protected and do not slide around and cause damage. Bubble wrap envelopes are NOT sufficient protection for books.
5. Once you have approval to return an item, the returns address is PsychOz Publications PO Box 326, PALM COVE QLD 4879. Please include the original tax receipt supplied by PsychOz and specify the reason for the return, plus detailed information if the return is due to a fault.
6. PsychOz Publications packs every parcel with care to ensure it arrives at its destination in the same condition it left our facility. If your item was damaged in transit please notify PsychOz Publications with your order number and a photo of the damaged item within 5 days of the recorded delivery date. PsychOz will replace damaged goods - a refund will not be provided.
7. If you have received a faulty DVD PsychOz Publications will replace it. Please advise PsychOz Publications with your invoice number and detail the fault or problem of your item/s within 7 days of the recorded delivery date.
8. If you received an item that is not what you ordered, please notify PsychOz Publications with your invoice number within 5 days of the recorded delivery date. PsychOz Publications will send the correct title and will also send a Postpak and cardboard packaging for return of the incorrect title. Please return the incorrect title as soon as the correct title is received.

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