

Returns

If you have received an incorrect or faulty item, please email us at annezang@justeast.com.au within 14 days so we will happily issue a refund providing the following conditions have been met:

- The item with order form is returned within 30 days of purchase to our returns address
- The item must be in its original condition - with all labels and tags attached

We will refund the value of the returned item using your original method of payment.

All returns remain your responsibility until received by Just East. We recommend you courier your package or send via Australia Post using a trackable method. Please ensure your name, email address and phone number are included.

Customers will be responsible for all shipping charges unless returning an item deemed to have a fault. In this case, please contact customer service to organise the method of shipping. If an item has a fault, you will receive a refund.

Depending on the delivery method used, returns may take up to 10 working days to receive and process.

Returns Address:

Just East
114 Liberty Pde, Bellfield VIC 3081
Australia