

PJ Pottery Refund Policy 2022

Thanks for purchasing handmade ceramic products from PJ Pottery. We pride ourselves with offering our customers an excellent product range and excellent service.

However, we understand sometimes things don't go according to plan. For this reason, we will offer a refund or replacement under the following circumstances:

1. If your purchased item/s are damaged in transit, please photograph the broken pieces next to, and with the packaging and posting box/container and send us an email within 30 days of purchase
2. If your purchased item/s are faulty, please photograph the fault and send us an email within 30 days of purchase

In order to be eligible for a refund or replacement, please email us within 30 calendar days of your purchase. We will assess the damage or fault and offer either a refund or replacement. PJ Pottery will cover the shipping costs of the replacement item/s (within Australia). If you are eligible for a refund, it will be issued to the original payment method you've used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If the product/s have been damaged in any way other than in transit, or you have initiated the return after 30 calendar days have passed, you will not be eligible for a refund or replacement.

If anything is unclear or you have more questions feel free to contact us at hello@pjpottery.com