

Terms & Conditions

Definitions

"User" means the person or entity using the website.

"Owner" means the company that owns the website, Milners Brand Marketing

"Service Provider" means the company providing the website content management system and hosting services to the Owner for the website.

"Website" means "http://www.shop.milners.com.au/"

Customer Service Policy

Milner's Brand Marketing is committed to providing exceptional customer service and quality brands and products. We use our best endeavours to ensure that all of the products listed on our website are currently in stock and pricing is correct. In the absence of any intervening factors, our standard national delivery timeframes are between 5-10 business days.

If a product is unavailable or we are unable to fulfil your order for any reason we will promptly notify you to arrange to supply an alternative product acceptable to you or we will place the product on back order to be delivered at a later time.

Milner's Brand Marketing Returns Policy

At Milner's Brand Marketing your satisfaction is our top priority. In the unlikely event that a product you have purchased needs to be returned or exchanged, please note the following information and requirements.

1. Before returning any item please [email us](#) requesting an Authorisation Number and the reason for your the request / return.
2. Your request will be attended to within 24 hours and an Authorisation Number emailed to you where the product is defective or does not match the description set out on our website.
3. Once you have received the authorisation number, return the product to the address below with a copy of your transaction and the Authorisation Number.
4. Products being returned must be in original packing and (other than in the case of being defective) must be in a re-sellable condition.
5. Products being returned will not be accepted for credit or a replacement without an Authorisation number.
6. Other than in the case of a manufacturer's defect, a product will not be accepted for an exchange or credit more unless we receive your request within 7 days after you receive the order and the product is returned within 14 days thereafter.
7. Warranty claims on account of a manufacturer's defect or faulty workmanship must be made in accordance with the individual warranty policies of the respective brand. We have attached for your information, the warranty information for Emile Henry, Peugeot, Wusthof, Tanita, Vornado.
8. Shipping and handling charges will not to be refunded.

9. Milner's Brand Marketing is not responsible for products lost or damaged in transit back to our offices. Please ensure that they are properly packed and that you are able track their receipt by our Consumer Care Centre.

Product Returns must be addressed as follows:

Milner's Brand Marketing
Attn: Consumer Care Centre
Reply Paid 308
PO Box 308
Cloverdale WA 6985

Shipping and International Shipping

TBA. Contact us for more details.