



RETURNS POLICY

OUR COMMITMENT TO CUSTOMER SATISFACTION

We want you to love your purchase! If you're not completely satisfied, we're here to help.

Eligibility for Returns

Return items within 30 days of purchase.

Products must be unused, in their original packaging, with all tags and accessories.

Proof of purchase (receipt or order confirmation) is required.

Non-Returnable Items

Customised or personalised products

Gift cards

Clearance or final sale items

Condition of Returned Items

Items showing signs of use, damage, or missing parts may not be eligible for a refund.

If the product is faulty or damaged upon arrival, please contact us immediately.

Exchange Policy (30 Days)

Approved returns with no defect or fault are eligible for an exchange within 30 days of purchase.

If the product is defective, it will be assessed to determine whether a refund, exchange, or return to the manufacturer is appropriate.

Return Process

Speak to our friendly staff in-store to initiate the return, contact us at office@cogc.com.au or on 02 6232 7788

Please pack the item securely and include your proof of purchase.