

Returns & Refunds

Basic launch version

We want you to love your Fresca Home purchase.

If something isn't right, please get in touch and we'll do our best to make it right.

Change of Mind

We don't offer refunds or exchanges simply because you've changed your mind or no longer want the product.

For hygiene and product-safety reasons, opened or used bath salts, laundry salts, fragrances and other personal-use products cannot be returned for change of mind.

If an item is unused and you'd like to discuss a return, please contact us before sending anything back. Any approved change-of-mind return will be at the customer's expense, and the original shipping cost is not refundable.

Damaged or Faulty Products

If your order arrives damaged, faulty or you believe a product isn't as described, please contact us as soon as possible at **frescahome@outlook.com**.

Please include your order number and, where possible, photographs of the product and packaging so we can assess the issue.

Depending on the circumstances, we may offer a repair, replacement, refund or other appropriate remedy in accordance with your rights under Australian Consumer Law.

Your Australian Consumer Law rights apply regardless of anything else stated in this policy. We will not ask you to give up those rights.

Incorrect or Missing Items

If you've received the wrong product or something is missing from your order, please contact us and we'll arrange the appropriate solution.

How to Contact Us

Email: frescahome@outlook.com

Please include your order number, name and details of the issue so we can help you as quickly as possible.

This is a practical launch draft and should be reviewed if your returns process, products or business arrangements change. Australian Consumer Law rights cannot be excluded or reduced by this policy.