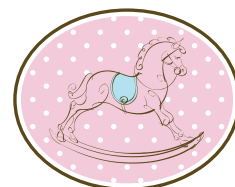


GENERAL INFORMATION



THE ROCKING HORSE

Exchange & Returns

Our products have been carefully selected and we stand by the quality. We have great confidence that you will absolutely love your purchase; however, if you are not 100% happy ... we will gladly assist you in choosing something else from our collection. We will gladly exchange within 14 days of the purchase date! A Return Authorisation Number (RA#) must be obtained for all items returned for an exchange and be received in the same care & condition as they were delivered. That is, in original packaging, labels intact, the item unused and/or unworn. A copy of the receipt ought to accompany the returned item and additional delivery charges for the exchange will be charged accordingly. Please ensure RA# is clearly labelled on parcel or enclosed.

Sale items are not exchangeable or refundable.

We encourage you to contact us via email, phone or fax if you have any further queries.

Faulty Returns

Our products are thoroughly checked and packaged carefully before they are delivered to you or the lucky addressee! However, should you deem the product faulty, we urge you to contact us via phone or email to discuss and obtain a Return Authorisation Number (RA#). Faulty concerns must be raised within 7 days of purchase or receiving. Please ensure RA# is clearly labelled on parcel or enclosed.

We will credit, exchange or refund the cost of the faulty item, on the approval of fault. Returned items must have original labels and packaging intact. Delivery costs are non-refundable.

Stock Availability

If the item you selected has not been updated with a "TEMPORARILY SOLD OUT" or "COMING SOON" notice and is actually out of stock, we will inform you within 1 business day upon receipt of your order. On request, we will advise you via e-mail of the backorder/delivery schedule should you wish to wait for this item to arrive!

Security & Privacy

Shop with us and feel protected and safe, as we have partnered with Westpac to bring you a secure shopping experience. Our payment page is accredited by one of Australia's largest banks - Westpac and adheres to their strict security requirements. Westpac ensures the use of digital certificates to establish a secure browser session between you and us.

You can also rest assured that your personal information collected will be handled sensitively and securely and with proper regard for privacy, as per the 'National Privacy Principals' (for more information on privacy legislation, please refer to the Federal Privacy Commissioner at <http://www.privacy.gov.au>).

Correction of Errors and Inaccuracies

Information on our website may contain typographical errors or inaccuracies. We therefore reserve the right to correct any errors or inaccuracies and change or update information at any time without prior notice (including after you have submitted your order). Please note that such errors or inaccuracies may relate to product description, pricing and availability. We apologise for any inconvenience this may cause you. Please see our Pricing Policies for more details.

Pricing Policy

We work hard to ensure the accuracy of pricing. Despite our efforts, pricing errors may still occur. If an item's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before delivery or cancel your order and notify you of such cancellation.