

DIPTYQUE

PARIS

Returns and Exchanges Policy

Last updated: 7 January 2025

We hope that you will be delighted with your purchase from Genesis Retail Pty Ltd (ABN 95 677 830 527), trading as Diptyque Boutique ('**Genesis**', '**we**', '**us**' or '**our**'). Genesis is an authorised retailer of Diptyque products and operates official Diptyque Boutique stores.

New, unopened and unused products are eligible for return within 30 days of purchase for an exchange or refund.

If you notice that one of your products is damaged or defective, please contact us at chadstone@diptyque.com.au with photos and a description of the issue before proceeding with your exchange or refund.

To be able to return or exchange a product, you must provide a valid proof of purchase (including receipt or e-receipt). Exchanges must be for items of equal or lesser value.

Unless otherwise stated, all returns or exchanges must be completed in store. All refunds will be processed via the original payment method or, alternatively, store credit or a gift card may be offered.

1. Consumer guarantees

- (a) Our products come with the consumer guarantees found in the Australian Consumer Law which cannot be excluded, including guarantees that the products will be of acceptable quality. The consumer guarantees are not affected by our change of mind policy above.
- (b) In the unlikely event that you receive products from us that do not comply with the consumer guarantees, we will provide you with a refund or exchange based on the below:
 - (i) If we consider that the product has a major failure under the Australian Consumer Law (e.g. the product is unsafe, does not fit the description or is not fit for purpose), you can return it and receive your choice of a refund or an exchange, and compensation for any other reasonable and foreseeable loss or damage.
 - (ii) If we consider that the product has a minor failure under the Australian Consumer Law (e.g. the product's packaging is cracked but does not affect the safety or use of the product), we will provide you with our choice of a refund or exchange.
- (c) Where a product is damaged through misuse, accident or abnormal use, the Australian Consumer Law or any manufacturer's warranty may not apply, and Genesis may choose not to provide a refund, exchange or repair (if applicable).

- (d) Genesis will require a valid proof of purchase before providing a remedy under the Australian Consumer Law.
 - (e) Consumer guarantees cannot be excluded or limited and are in addition to any manufacturer's warranties or extended warranties purchased by, or given to, you.
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2. How to make a return

- (a) Check that you meet the above return conditions.
 - (b) Find your order/receipt number. This can be found on your receipt or e-receipt.
 - (c) Arrive in store or contact us at chadstone@diptyque.com.au.
 - (d) We will verify whether you are entitled to a refund, or replacement with new products, and provide instructions accordingly.
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3. Privacy

Genesis is committed to protecting your privacy. You may be asked to provide certain identification details when returning a product so that we can record your name, address and other details. The Personal Information (as defined in the Privacy Act 1988 (Cth)) collected will be stored and used in accordance with our [Privacy Policy](#).