If you’re looking to return or exchange your [IWaG Shop](https://www.iwag.com.au/shop) order for whatever reason, we’re here to help! We offer returns within 90 days of purchase. You can return your product for store credit, a different product, or a refund to the original payment method.

Please note the following exceptions to our return and refund policy:

* Returned items must have tags still on and be returned in original product packaging (where provided).
* Returned items must have no visible signs of wear or use.
* Items sold at endorsed IWaG events are final and cannot be returned/exchanged. As a 100% volunteer-run organisation, we do not have the capacity to tracking receipts/sales at these events.

To request a return, please contact IWaG via the Contact Us form on our website:

https://www.iwag.com.au/contact-us

Clearly state the reason for your return and one of our volunteers will be in touch with you.