



Returns & Refunds Policy

At Candy Pants Adult Toys our customers are super important to us. We only source and supply quality adult products that meet our stringent requirements for design, build quality, safety and value for money. Whilst we do not test the individual products before we ship them, we do our best to ensure all products are of the highest standard. We do this through our dedicated testing and review team who trial each product design prior to the item being offered to our customers for sale.

The intimate nature of our adult products influences our ability to offer a satisfaction guarantee on any of our products. Due to health and safety regulations, if you received what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it, we are unable to provide you with a return, replacement or refund.

Only products that are faulty or defective and unused can be returned to us and you can do so up to 365 after you purchased the item. No unsolicited returns will be processed or opened and only parcels arriving with an appropriate Return Authorization (RA) number (provided by Candy Pants Adult Toys) will be inspected or considered. Upon lodging a faulty product enquiry with Candy Pants Adult Toys, you will be given an RA Number, which you will need to note in your return. Returns, faults and refund enquiries can be processed through the 'Returns' form located on www.candypants.com.au, if you have any questions about our process or about your return – please get in touch.

Return postage is at the cost of the customer, unless otherwise agreed. If an item needs to be re-dispatched to the customer, Candy Pants Adult Toys will cover the cost of postage.

Batteries, and any other free gifts or inclusions, are not covered under warranty regardless of how they are supplied (including when they are provided as a free gift or as part of a full price item) and flat, depleted or inappropriately sized batteries do not constitute a product fault. It is the customers' responsibility to test non-working products with fresh batteries before a fault claim is begun. Products found to be in working order and not suffering from fault or defect will be returned to the customer at their expense (paid in full prior to dispatch at the current flat-rate shipping cost, excepting discounted shipping promotion period rates).

If you have unfortunately received a product that is faulty or unfit for purpose, please ensure that it remains unused and that all packing and accessories are kept intact, and contact us as soon as possible so we can initiate a return and provide an RA number.

Most of our items are covered by a manufacturers warranty period. Please check the packaging for the exact details of your warranty for your purchase.



Before returning an item:

If you have an item which is faulty and you wish to return under warranty. Please be sure to first check the following:

1. Use a NEW set of batteries to test the item (for battery operated products).
2. 99% of returns are due to incorrect battery placement. Double-check the batteries are inserted correctly (for battery operated products).
3. Check for any corrosion evident on the battery terminals (for battery operated products).
4. Refer to the product information page on our website to refresh yourself of the product's intended features and operation.
5. ...After checking the above, contact Candy Pants Adult Toys with a detailed description of the product fault to receive an RA number.

Upon submitting a fault enquiry, we may contact you by email to troubleshoot the issue before issuing a Return Authority and requesting that you return the item.

Customers agree to these conditions by way of use of our services and purchase of our products.