



Online Store Policy (Shipping & Returns)

Effective Date: 10/03/2026

Cause2Cure sells merchandise through our website to support fundraising for research into the cause and cure of Motor Neuron Disease (MND).

This policy explains how shipping, returns and refunds work for our online store.

1. Order Processing

Orders are normally processed within 5-7 business days after payment is received.

During periods of high demand (for example fundraising campaigns or events), processing times may be slightly longer.

Customers will receive an order confirmation email once a purchase is completed.

2. Shipping

Cause2Cure currently ships within Australia.

Shipping costs will be displayed at checkout before payment is completed.

Delivery times depend on the courier or postal service used and the delivery location.

Typical delivery timeframes may range from 3–10 business days.

Cause Cure is not responsible for delivery delays caused by postal services or unforeseen circumstances.

3. Incorrect Address

Customers are responsible for providing accurate shipping details.

Cause2Cure

Cause2Cure cannot guarantee replacement or refund for orders delivered to an incorrect address provided at checkout.

4. Lost or Damaged Items

If an item arrives damaged or does not arrive within a reasonable timeframe, please contact us within 14 days of the expected delivery date.

We will work with the shipping provider to investigate and provide an appropriate solution.

5. Returns and Refunds

Cause2Cure complies with Australian Consumer Law (ACL).

Customers are entitled to a refund, replacement, or repair if a product:

- Is faulty or damaged
- Is significantly different from its description
- Is not fit for its intended purpose

To request a return or refund, please contact us within 14 days of receiving the item.

6. Change of Mind

As Cause2Cure is a charity and merchandise is part of our fundraising activities, we generally do not offer change-of-mind refunds.

In addition, for hygiene reasons, items such as socks may not be returned unless faulty.

7. Contact for Store Enquiries

For order or return enquiries please contact:

Cause2Cure Ltd

Email: info@cause2cure.com.au

Website: www.cause2cure.com.au