



FAQ's

REFUNDS, RETURNS AND DELIVERY –

Thank you for supporting Blue Datto and the important programs we run through our promotional items.

The first step when you have any refunds, returns or delivery inquiries is to email us at: info@bluedatto.org.au. We can then let you know the second step to be taken.

1. REFUNDS, RETURNS & WARRANTIES

Blue Datto Foundation Limited will comply with its requirements under Australian Consumer Law in relation to refunds, returns and warranties, but as a general rule we want to keep raise as much money as possible for Blue Datto, so we won't provide refunds or returns.

If we do authorise you to return the item to us, then you do so at your own cost and risk, which shall include the cost and risk of resending the item or replacement item to you.

Please post returns to:
Returns Officer
Blue Datto Foundation Ltd
PO Box 3715
ROUSE HILL NSW 2155

Please note that we are unable to accept items which require additional postage to be paid.

2. DELIVERY

We will use the best mode of transportation available so that your Blue Datto goods arrive in the condition we send them in. Most of the time this will be via standard Australia Post. Once we give the item to Australia Post you are responsible for any risk in loss of the items. If you're worried about this then contact us and we will arrange for your item to be sent to you with a tracking number, i.e. via express post or registered post or other method, at your cost.

We anticipate that we will provide your item for delivery within 5 days of your order being placed, however if for any reason you need it earlier let us know and we will do our best to have it sent to you more quickly.

Yours in Keeping Safe
The term at Blue Datto

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