



Terms and Conditions

Etched From The Heart: 29/12/2025

Welcome to **Etched From The Heart**. By accessing or using our website <https://www.etchedfromtheheart.com.au/>, you agree to be bound by the following Terms and Conditions. Please read them carefully before placing an order.

If you do not agree with these terms, you must not use this website or our services.

1. About Us

Etched From The Heart (“we”, “our”, “us”) provides custom laser engraving and personalised products. All products are made to order unless otherwise stated.

2. Use of Website

By using this website, you agree that:

- You will use the website for lawful purposes only
- You will not misuse or interfere with the website’s functionality
- You will not attempt unauthorised access to systems or data

We reserve the right to suspend or terminate access if misuse occurs.

3. Orders & Customisation

Custom Orders

All engraved and personalised products are custom-made based on the information you provide. You are responsible for ensuring:

- Spelling, dates, names, and engraving details are correct
- Uploaded files or designs are accurate and suitable

Once an order is placed, it cannot be changed or cancelled unless approved by us in writing.

4. Pricing & Payments

- All prices are listed in Australian Dollars (AUD)
- Prices include GST unless stated otherwise
- Payment must be made in full before production begins

We reserve the right to update prices at any time without notice.

5. Production & Turnaround Times

Production times are estimates only and may vary due to:

- Order volume
- Design complexity
- Supply availability

We are not responsible for delays caused by third-party couriers or events beyond our control.

6. Shipping & Delivery

- Shipping times are estimates and not guaranteed
- Risk of loss or damage passes to the customer upon dispatch
- Ensure delivery details are correct at checkout

We are not responsible for delays, lost parcels, or errors caused by incorrect delivery information.

7. Returns, Refunds & Exchanges

Custom Products

Due to the personalised nature of our products, we do not offer refunds, returns, or exchanges on custom-made items unless:

- The item is faulty
- The engraving differs from the approved order details

Non-Custom Items

Where applicable, non-custom items may be returned within 14 days of receipt, provided they are unused and in original condition.

Proof of purchase is required.

8. Faulty or Damaged Items

If your order arrives damaged or faulty, please contact us within 48 hours of delivery with:

- Your order number
- Clear photos of the issue

We will assess the issue and provide a replacement or refund where appropriate.

9. Intellectual Property

All content on this website, including:

- Images
- Text
- Designs
- Logos

is the property of Etched From The Heart and may not be copied, reproduced, or used without written permission.

10. Limitation of Liability

To the extent permitted by law, **Etched From The Heart** is not liable for:

- Indirect or consequential loss
- Personalisation errors supplied by the customer
- Delays beyond our control

Nothing in these terms limits your rights under Australian Consumer Law.

11. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for major failures and compensation for any other reasonably foreseeable loss or damage.

12. Privacy

Your use of this website is also governed by our Privacy Policy, which explains how we collect and use personal information.

13. Changes to Terms

We reserve the right to update these Terms and Conditions at any time. Changes will take effect immediately once published on this website.


14. Governing Law

These Terms and Conditions are governed by the laws of Australia, and any disputes will be subject to the jurisdiction of Australian courts.

15. Contact Us

If you have any questions about these Terms and Conditions, please contact us:

Etched From The Heart

 **Email:** efth2024@gmail.com

 **Website:** <https://www.etchedfromtheheart.com.au/>