



PRIVACY POLICY

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CAPE WOOLAMAI PERFORMANCE GUARANTEE

Cape Woolamai Mercantile Co. is a Family-Owned and Operated company specializing in bringing world-class products from Family-Owned businesses in Australia to Families across America. Anchored in the 4 Points of the Cape Woolamai Quality Service Compass makes establishing and articulating the essential policies guiding how we conduct business with our Friends easy (*some people call you Customers*).

PRIVACY POLICY

Your personal and financial data is yours. The only information we will ask you to share is the information necessary to successfully process your Orders, and safely ship them to your desired delivery address.

- 🏠 Cape Woolamai does not retain or have direct access to any of your personal financial information.
- 🏠 The personal financial information you enter in our Check Out system is shared directly with our Credit Card processor through their secure gateway.
- 🏠 Your shipping information is shared directly with our Shipping Services Provider through their secure gateway.
- 🏠 Cape Woolamai retains your Basic Order Information, and Contact Information so that we can stay in touch with you and provide fast and efficient Service.
- 🏠 Cape Woolamai does not sell, rent, or give your information to anyone other than those trusted partners who play critical roles in processing and delivering your orders.

Neither we, nor any other Retailer, can control how your issuing Bank or any Credit Card Processor handles your data. The most we can do is take steps to select proven, reputable service providers, to securely process your purchases, and prepare them for shipping and prompt delivery.

Our standard is to protect your Private Data as if it were our own ... because we understand it is not.

ONLINE ORDERS POLICY

Mateship is an Australian phrase to describe a relationship rooted in the strong bonds of loyalty and friendship.

Cape Woolamai processes and ships all Online Orders from our US Distribution Center in Fort Mill, SC. Your orders are processed and shipped personally by the Members of the Cape Woolamai *Mateship Team*.

1. Our goal is to process and ship all Online Orders within 2 business days. We achieve this goal well over 95% of the time.
2. As a Mobile Retailer taking our Shoppes to our Friends at Local, Regional, and National Events, and importing goods from the other side of the World, there are times when we cannot achieve our 2-Day target. When we foresee circumstances threaten our ability to deliver in line with this goal, a member of our *Mateship Team* will reach out to you by Telephone or eMail to discuss how we can best meet your delivery needs.
3. If you have any questions about your Order, need help placing an Order, have special delivery needs, or just wish to say "G'Day", we encourage you to eMail (contact@capewool.com) or Call (540.338.8189). We love nothing more than speaking with our Friends.

Rule 1: We are here to serve You.

RETURNS & EXCHANGES

Occasionally, a purchase turns out not to be the right purchase for you. No Worries. If it is not the right purchase for you, it is not the right purchase for us. Does it need to be any more complicated than that?

Returns for Exchange

No Worries ... We are happy to exchange items like-for-like, or for other products of your choice. Initiating an Exchange is simple:

1. Contact our *Mateship Team* at contact@capewool.com or 540.338.8189.
2. We can only accept Returns for goods which were purchased directly from Cape Woolamai Mercantile Corporate or one of our Authorized Cape Woolamai Mercantile Outposts. If you have your receipt number, that will expedite the process. If not, we have ways to help find your purchase.
3. Once we have confirmed your purchase, we can arrange for you to return the item(s) you wish to exchange to our Distribution Center in Fort Mill, SC or to your local Cape Woolamai Outpost.
4. To keep prices for everything we sell as low as possible, we employ a "One-Way Shipping" policy on Returns. You pay the postage to return the item(s) to our Distribution Center in Fort Mill, SC, or your local Cape Woolamai Outpost, and we pay the shipping to get the exchange item(s) to you.
5. Upon receipt of your return, we strive to turn around your Exchange within 2 business days.

Returns for Refund

No Worries ... If a purchase is not right for you it is not right for us. Initiating a Return for Refund is simple:

1. Contact our *Mateship Team* at contact@capewool.com or 540.338.8189.
2. We can only accept Returns for goods which were purchased directly from Cape Woolamai Mercantile Corporate or one of our Authorized Cape Woolamai Mercantile Outposts. If you have your receipt number, that will expedite the process. If not, we have ways to help find your purchase.
3. Once we have confirmed your purchase, we can arrange for you to return the item(s) you wish to exchange to our Distribution Center in Fort Mill, SC or to your local Cape Woolamai Outpost.

4. To keep prices for everything we sell as low as possible, we employ a “One-Way Shipping” policy on Returns. You pay the postage to return the item(s) to our Distribution Center in Fort Mill, SC, or your local Cape Woolamai Outpost. If you wish to convert your request for Refund into an Exchange, we pay the shipping to get the Exchange item(s) to you.
5. Upon receipt of your return, and confirming the item(s) are in New and resalable condition, we strive to process your Return and Refund within 2 business days.

MANUFACTURER WARRANTIES

No Worries ... Cape Woolamai Mercantile Co.® has curated a collection of unique, boutique, lifestyle accessories from Family-Owned and Operated businesses in Australia. Each of the manufacturers we bring to America warrant the great products they create against defects in material or manufacture, with Warranties appropriate for their goods.

Cape Woolamai honors all manufacturer Warranties for items purchased from Cape Woolamai Corporate or any of our Cape Woolamai Mercantile Outposts directly, here in the US, in a manner consistent with our policies for Returns & Exchanges.

If you have an item which you believe to have defect in material or manufacture, please contact our *Mateship Team* at contact@capewool.com or 540.338.8189 so that we can promptly address this with and for you.

CAPE WOOLAMAI MERCANTILE PERFORMANCE GUARANTEE

Consistent with Cape Woolamai Mercantile’s commitment to excellence in the products we sell, and the guest experience we deliver, we back every purchase with the *Cape Woolamai Mercantile Performance Guarantee*:

If any item you purchase from Cape Woolamai Mercantile Co. does not perform to your satisfaction as it was promoted in person or in print, Cape Woolamai will be gladly accept the return of the item for exchange or refund in a manner consistent our policy for Returns & Exchanges.