

refund and returns policy

Please read this before purchasing your product. We pride ourselves on excellent customer service and the MATE Shop is no different.

- We do not offer an exchange or refund for change of mind;
- However, you can request a refund or exchange if there is a major problem with an item. This includes:
 - The item being significantly different from the sample or description provided;
 - The item having a defect.
- Any defective item(s) must be unworn, unwashed or unused with all original tags/labels attached;
- For any approved refunds, the purchase price will be refunded to you using your original payment method once we have received the return item and confirmed that it meets the conditions stated above.

return details

All returns are to be posted to our head office located at:

MATE
340 Victoria St
Wetherill Park
NSW 2164