

TERMS AND CONDITIONS

These Terms and Conditions govern your use of the Kosi Hamu website and your purchase of products from us.

We reserve the right to update or modify these terms at any time without prior notice. Your continued use of the website constitutes your acceptance of the updated terms.

The website is intended for use by individuals aged 18 years or older. By using the website, you confirm that you meet this requirement.

All products available on our website are for personal use only and may not be resold or used for commercial purposes. You agree to use the products only for their intended purpose and strictly in accordance with their instructions, precautions and guidelines. You should always check the ingredients for products to avoid potential allergic reactions.

Orders are subject to acceptance by Kosi Hamu. We reserve the right to refuse or cancel any order for any reason, including suspected fraud or unauthorised activity. In the event a product is unavailable, we will notify you and provide a full refund for the unavailable item.

Product descriptions, images, and pricing are provided for informational purposes. While we strive for accuracy, we do not guarantee that all information is error-free. Kosi Hamu reserves the right to correct any errors, inaccuracies or omissions and to change or update information or cancel orders if any information on the website is inaccurate at any time without prior notice (including after you have submitted your order). Kosi Hamu may limit the number of products available for purchase by any one customer.

All prices are listed in Australian dollars (AUD) and include Australian Goods and Services Tax (GST) where applicable.

Prices are subject to change without notice, but orders will be charged at the rate in effect at the time of purchase.

Payment must be made at the time of purchase using one of the accepted payment methods listed on our website.

We may conduct pre-authorisations on your payment method to ensure sufficient funds are available.

Kosi Hamu is under no obligation to ship any goods ordered until payment for those goods has been received.

Refunds will be processed to the original payment method within 7 business days of receiving the returned item. Shipping fees are non-refundable unless the return is due to a fault or error on our part. If you've received an incorrect, damaged, or faulty item, please take a photo of the fault and contact us within 30 days of receiving your order.

Do not dispose of the faulty item until we've had a chance to review.

If an item is missing from your order, please contact us as soon as possible.

All content on the website, including text, images, logos, and graphics, is the property of Kosi Hamu and is protected by copyright and trademark laws.

You may not reproduce, distribute, or modify any content without our prior written consent. You are granted a limited, non-exclusive license to access and use the website for personal purposes.

You must not use the website for any unlawful or unauthorised purpose, including but not limited to hacking, data mining, or distributing harmful content.

We reserve the right to suspend or terminate your access to the website if you violate these terms.