



Ghost Crime Tours Pty Ltd Delivery, Refund & Returns Policy

Merchandise

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address).

We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your goods via post within 2 working days; however if goods are unavailable delivery will take a little longer.

If you wish to query a delivery please contact us by using the 'Contact Us' page on our website.

Tour Confirmation

After ordering online, you will receive an email confirmation from Redzy & eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering.

If you wish to query an order please contact us by using the 'Contact Us' page on our website.

Refund & Returns Policy - Goods

If for any reason you are not completely satisfied with your purchase we will give you a 7 day money-back guarantee from the time you receive the goods.

Please contact us by using the 'Contact Us' page on our website within that time if you are not satisfied with your purchase so that we can resolve any problems.

This refund policy does not apply to goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken.

All products must be returned in their original condition.

All postage and insurance costs are to be paid by the buyer.

We recommend that you return the product via Registered post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit &; therefore advise you take out shipment registration of insurance with your postal carrier.

Ghost Crime Tours Pty Ltd will not be responsible for parcels lost or damaged in transit if you choose not to insure.

Refund & Returns Policy - Tours

If for any reason you are not able to make the date booked for your tour, please contact us within 48 hours prior to the tour date and we will either move your booking to a later date or refund your money if full.

Please contact us by using the 'Contact Us' page on our website. so that we can resolve any problems.

This refund policy does not apply to tour scheduled to commence within 48 hours of the listed start time.