

Mokye In-store Returns and Refunds Policy

Return Timeframe

You are able to return an item in-store within 30 days of purchase. Sale items are non-refundable.

Return Conditions

Returned items must be in the same condition as when they were purchased - unworn, with tags and with no damage to packaging. Proof of purchase is required.

Faulty or Damaged Items

In the case of a faulty or damaged product, or if the item does not meet the advertised description, you will be offered a refund, exchange or store credit. Please provide proof of purchase.

Non-returnable items

We are unable to accept returns of perishable products including food, flowers, or plants.

Due to sanitary reasons, we are also unable to accept returns on beauty products and pillows/pillowcases.

Please contact us at hello@mokye.com.au if you have questions related to the return of a specific purchase.

Exchanges

We are able to return your item in-store and create a separate purchase for a new item of your choice.

Store Credits

You are welcome to take a store credit equal to the original purchase amount for your return. These do not expire on your store account.

Refunds

We accept in-store change-of-mind refunds up to 30 days from the date of purchase. Once approved you will receive automatic payment into the account of the original payment method. It may take up to 10 business days to receive your refund due to bank processing.

Contact Us

Email: hello@mokye.com.au