

Tinker Refund Policy

At Tinker, we strive to provide high-quality workshops and creative experiences. Our refund and exchange policy is in accordance with Australian Consumer Law (ACL). Please read the following policy carefully:

1. Change of Mind

- Tinker does not offer refunds or exchanges for change of mind.

2. Missed Workshops

- No refunds or exchanges are provided if a customer misses a workshop due to not recording or misplacing workshop details at the time of booking.

3. Reasonable Considerations for Missed Workshops

- A refund or exchange may be considered for missed workshops if prior notification is given:
 - Notification must be made via email or phone at least **1 hour before the scheduled class commencement**.
 - Reasonable consideration will be assessed on a case-by-case basis.

4. Consumer Guarantees

- In compliance with Australian Consumer Law, refunds or exchanges will be provided if a workshop or product fails to meet a consumer guarantee, such as being fit for purpose, unsafe or as described.

5. Exceptions to Refunds and Exchanges

- Refunds or exchanges will not be provided where:
 - A service or product was requested to be done in a specific way that contradicted Tinker's professional advice, and the issue resulted directly from this request.
 - The problem with the product or service was caused by misuse, abuse, or failure to follow instructions provided by Tinker.

If you have any questions regarding this policy or need to notify us of a change, please contact us at create@tinkerart.com.au or call Alex on 0407 000 808.

By booking with Tinker, you acknowledge and accept the terms of this refund policy.