



REFUND POLICY

Cat Adoption Fee

When you adopt a cat from Hills Cat Rescue you automatically have a two week trial period. During the trial period if you decide not to proceed with the adoption we will refund in full upon return of the cat to Hills Cat Rescue. If you decide not to proceed after this we will discuss options with you, please [contact us](#) for further information.

Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. Please make sure that the amount you enter is the amount you wish to give. In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please [contact us](#). We will review the request and respond. We will refund if there was a system error with the donation processing. If a donation is refunded, the associated tax receipt is no longer truthful so it should be shredded and destroyed.

Merchandise

If you are not satisfied with your product or would like a different size, we are happy to exchange it for a new one or refund your purchase price. This is in addition to your rights under Australian Consumer Law. Please [contact us](#) to arrange a refund/exchange.