

Returns Policy

Returns & Exchanges

Our Return Policy

We will happily provide an exchange due to change of mind providing the following conditions are met:

1. The items with the original receipt are returned within 30 days of purchase.
2. The item has not been used and is in its original condition as purchased, including all packaging with original tags and labels attached.

We will happily provide an exchange or refund providing the following conditions are met:

1. The items with the original receipt are returned within 30 days of purchase.
2. The item has not been used and is in its original condition as purchased, including all packaging with original tags and labels attached.
3. A refund is required under Australian Consumer Law due to one of the following:
 - the item was faulty when purchased and requires repair or replacement
 - the item does not match the description provided
 - the item does not do what it was advertised to do

How to return purchases made in-store

Purchases made in store need to be returned in person at the SEA LIFE Sunshine Coast Retail Store, which can be entered without an attraction ticket by speaking to our Reception Staff. The items must meet the conditions listed above.

Exchanges are subject to stock availability.

Returns – Additional Information

Provided the conditions in our return policy have been met, a refund will be processed using the original form of payment.

Please note that delivery costs will be excluded from the refund amount unless goods are returned in accordance with your statutory rights (e.g. they are faulty or not as ordered).