

Terms & Conditions

GreenFalls Last updated: 28/07/2026

1. Acceptance of Terms

These Terms & Conditions ("**Terms**") govern your use of the website greenfalls.com.au (the "**Website**") and any purchase you make from GreenFalls ("**we**", "**us**", "**our**"), ABN 68 877 483 850. By accessing the Website or placing an order, you agree to be bound by these Terms. If you do not agree, please do not use the Website.

2. About Us

GreenFalls supplies eco-friendly, biodegradable, and disposable food packaging products to businesses and individuals across Australia.

Contact details: Email: team@greenfalls.com.au Phone: +61 435 819 524 Address: 53 Moorookyle Ave, Tarneit 3029, VIC.

3. Orders and Payment

- By placing an order through the Website, you are making an offer to purchase products, which we may accept or decline at our discretion (for example, due to stock unavailability or pricing errors).
- All prices are listed in Australian Dollars (AUD) and are exclusive of GST unless otherwise stated.
- Payment is required in full at the time of order via the payment methods available on the Website. Payment is processed securely by our third-party payment provider; we do not store your full card details.
- We reserve the right to correct pricing or product description errors at any time before an order is confirmed.

4. Delivery

- We aim to deliver orders within the timeframes indicated on the Website, but delivery times are estimates only and not guaranteed.

- Risk in the products passes to you upon delivery to the address provided at checkout.
- Delivery fees, if applicable, will be shown at checkout prior to payment.
- We are not liable for delays caused by circumstances outside our reasonable control (e.g. courier delays, weather, or supply issues).

5. Returns, Refunds, and Consumer Guarantees

- Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy available to you under the **Australian Consumer Law (ACL)** that cannot be lawfully excluded, including guarantees that products are of acceptable quality and fit for purpose.
- If a product is faulty, not as described, or does not do what it's meant to do, you may be entitled to a repair, replacement, or refund under the ACL.
- For change-of-mind returns, please contact us at team@greenfalls.com.au within 3 days of delivery. Change-of-mind returns may be subject to the product being unused, in original packaging, and a restocking or return shipping fee.
- To arrange a return or report a faulty product, contact us with your order details and a description of the issue.

6. Product Information

- We make reasonable efforts to ensure product descriptions, images, and specifications on the Website are accurate. However, minor variations in colour, size, or packaging may occur, and product images (including any AI-generated or illustrative images) are for general reference only.
- Products are intended for commercial/food-service use as described; you are responsible for ensuring products are suitable for your intended purpose.

7. Intellectual Property

- All content on the Website, including text, logos, graphics, images, and design, is owned by or licensed to GreenFalls and is protected by Australian and international copyright and trademark laws.
- You may not reproduce, distribute, or use any content from the Website for commercial purposes without our prior written consent.
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8. Acceptable Use

You agree not to:

- Use the Website for any unlawful purpose or in a way that breaches these Terms

- Attempt to gain unauthorised access to the Website, our systems, or other users' accounts
- Post or transmit any harmful, offensive, or misleading content via the Website (including reviews or contact forms)
- Interfere with the proper functioning of the Website

9. Third-Party Links

The Website may contain links to third-party websites or services (e.g. social media pages). We do not endorse and are not responsible for the content, accuracy, or practices of these third parties.

10. Limitation of Liability

To the maximum extent permitted by law, GreenFalls is not liable for any indirect, incidental, or consequential loss or damage arising from your use of the Website or products purchased, except where such liability cannot be excluded under the Australian Consumer Law. Where permitted by law, our liability for a breach of a non-excludable guarantee is limited, at our option, to the replacement, repair, or resupply of the products, or the cost of doing so.

11. Privacy

Your use of the Website is also governed by our Privacy Policy, which explains how we collect, use, and protect your personal information.

12. Changes to These Terms

We may update these Terms from time to time. Continued use of the Website after changes are posted constitutes your acceptance of the updated Terms.

13. Governing Law

These Terms are governed by the laws of **Victoria, Australia**, and you submit to the non-exclusive jurisdiction of the courts of Victoria for any disputes arising from these Terms or your use of the Website.

14. Contact Us

For any questions about these Terms, please contact:

GreenFalls

Email: team@greenfalls.com.au

Phone: +61 435 819 524