

Raw Tallow

Terms & Conditions

Terms version: 1.0
Effective: 13 September 2026
ABN: 91 924 357 643
Website: rawtallow.com.au
Email: rawtallow@gmail.com

1. ACCEPTANCE OF THESE TERMS

These Terms & Conditions ("Terms") govern your use of the Raw Tallow website and your purchase of products from Raw Tallow ("we", "us", "our" or "Raw Tallow").

By accessing our website, placing an order or purchasing a product from us, you agree to these Terms.

Before completing a purchase, you must actively tick the following checkbox:

☐ I have read and agree to the Raw Tallow Terms & Conditions.

If you do not agree to these Terms, you must not place an order.

Your electronic acceptance of these Terms may be recorded by us and retained as evidence of your acceptance.

Nothing in these Terms excludes, restricts or modifies any right, guarantee, remedy, warranty or liability that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or any other applicable law.

2. ABOUT RAW TALLOW

Raw Tallow is an Australian skincare business offering tallow-based cosmetic products and related products through its website.

Our products are intended for cosmetic and skincare purposes unless expressly stated otherwise.

3. PRODUCT INFORMATION

We take reasonable care to ensure that product descriptions, photographs, ingredients, sizes, prices and other information displayed on our website are accurate.

However, natural and handcrafted products may have reasonable variations in:

- colour;
- texture;
- firmness;
- scent;
- consistency;
- appearance; and
- finish.

Photographs may also vary due to lighting, photography, screen settings and natural product variation.

Reasonable variations do not necessarily constitute a defect.

Nothing in this section limits your rights under applicable consumer law.

4. INGREDIENTS AND ALLERGIES

You are responsible for reviewing the ingredient list for each product before use.

Raw Tallow products may contain tallow, beeswax, plant oils, essential oils, fragrances or other naturally derived ingredients.

Individual sensitivities and allergic reactions can occur.

If you have a known allergy, sensitivity, medical condition or other concern regarding an ingredient, you should obtain appropriate professional advice before using the product.

Do not knowingly use a product containing an ingredient to which you are allergic or sensitive.

Ingredient lists may change from time to time. You should review the ingredients applicable to the product you are purchasing and check the product packaging before use.

5. PATCH TESTING AND PRODUCT USE

We recommend performing a patch test before using a new product more broadly.

A patch test does not guarantee that an allergic or adverse reaction will not occur.

Products must be used only for their intended cosmetic purpose and in accordance with the directions, warnings and information provided with the product.

You should:

- read the product label before use;
- review the ingredients;
- use the product as directed;
- avoid contact with the eyes unless specifically intended;
- avoid ingestion unless expressly intended for ingestion;
- keep products away from children;
- discontinue use if irritation or an adverse reaction occurs; and
- seek appropriate medical assistance where necessary.

You are responsible for determining whether a product is suitable for your individual circumstances.

Nothing in these Terms excludes liability that cannot legally be excluded.

6. MEDICAL DISCLAIMER

Unless expressly stated otherwise, Raw Tallow products are cosmetic products and are not medicines or medical treatments.

Our products and website information are not intended to:

- diagnose;
- treat;
- cure;
- prevent; or
- provide medical treatment for

any disease, illness or medical condition.

Information provided by Raw Tallow is general information and should not be treated as individual medical advice.

If you have a medical condition or are concerned about using a cosmetic product, consult an appropriately qualified health professional.

7. PRODUCT STORAGE AND HYGIENE

You are responsible for storing products appropriately after delivery.

Products should be protected from excessive heat, direct sunlight, moisture and contamination and stored in accordance with any instructions provided on the packaging.

Tallow and other natural oil-based products may soften or melt when exposed to elevated temperatures. Changes caused by temperature may affect texture or consistency without necessarily indicating a product defect.

Customers should handle products hygienically and avoid introducing water, dirt or other contaminants into the product.

Raw Tallow is not responsible, to the maximum extent permitted by law, for contamination or damage occurring after delivery as a result of inappropriate storage, misuse, contamination or handling by the customer.

8. ORDERS

Submitting an order constitutes an offer to purchase the selected products subject to these Terms.

An automated order confirmation does not necessarily constitute acceptance of the order.

We may decline or cancel an order where reasonably necessary, including where:

- a product is unavailable;
- an obvious pricing or website error has occurred;
- payment cannot be processed;
- fraud or suspected fraud is identified;
- information supplied by the customer is materially incorrect;
- the order cannot reasonably be fulfilled; or
- fulfilling the order would breach applicable law.

Where payment has already been received for an order that we cancel, we will provide the refund or other remedy required by law.

9. PRICES

All prices are displayed in Australian dollars unless otherwise stated.

We may change prices at any time before an order is accepted.

Once an order has been accepted, the applicable purchase price will generally be the price confirmed for that order, subject to obvious errors and applicable law.

If an obvious pricing error occurs, we may contact you before fulfilling the order and, where legally permitted, cancel the affected order and provide an appropriate refund.

10. PAYMENT

Payment must be made using an available payment method at checkout.

Payments may be processed by third-party payment providers.

You confirm that you are authorised to use the payment method provided.

Raw Tallow may use reasonable fraud-prevention and transaction-security measures.

Nothing in this section affects your lawful rights to dispute an unauthorised or incorrectly processed transaction.

11. SHIPPING AND DELIVERY

We will dispatch accepted orders using the available delivery method selected at checkout.

Delivery estimates are estimates only unless expressly stated otherwise.

Delivery may be affected by circumstances including:

- postal or courier delays;
- incorrect addresses;
- public holidays;
- severe weather;
- transport disruption;
- customs;
- border delays;
- industrial action;
- natural disasters;
- technical failures; or
- other circumstances outside our reasonable control.

You are responsible for providing a complete and accurate delivery address.

Where an incorrect or incomplete address supplied by you causes additional costs or a returned parcel, additional delivery charges may apply where legally permitted.

Nothing in this section excludes rights that cannot legally be excluded.

12. INTERNATIONAL ORDERS

Where international delivery is offered, you are responsible for determining whether the products can lawfully be imported into the destination country.

International orders may be subject to customs requirements, duties, taxes, quarantine requirements, inspections or other government restrictions.

Unless otherwise stated, applicable international duties, taxes and import charges are the customer's responsibility.

13. RETURNS AND CHANGE OF MIND

Any voluntary change-of-mind return policy offered by Raw Tallow is subject to the conditions stated at the time of purchase.

Nothing in any change-of-mind policy limits your rights where a product does not comply with an applicable consumer guarantee.

For hygiene and safety reasons, opened or used cosmetic products may be subject to reasonable return conditions where legally permitted.

14. FAULTY, DAMAGED OR INCORRECT PRODUCTS

If you receive a product that you believe is faulty, damaged, unsafe, defective or materially different from what you ordered, contact us as soon as reasonably practicable.

We may request reasonable information to investigate the issue, including:

- order number;
- photographs;
- photographs of packaging;
- product or batch information;
- description of the issue; and
- other relevant information.

These requests are intended to assist our investigation and do not remove your statutory rights.

Where an applicable consumer guarantee has not been met, Raw Tallow will provide the remedy required by law.

15. AUSTRALIAN CONSUMER LAW

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or other applicable legislation.

Where the law provides a consumer with a right or remedy, these Terms do not remove that right or remedy.

To the maximum extent permitted by law, all other warranties, representations and conditions not required by law are excluded.

16. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Raw Tallow will not be liable for loss, damage, expense or claim arising from or connected with the purchase, possession or use of our products where the relevant loss results from:

- misuse of a product;
- use contrary to instructions or warnings;
- use outside the intended purpose;
- failure to review ingredients;
- failure to follow reasonable storage instructions;
- contamination after delivery;
- improper handling;
- unauthorised modification;
- inaccurate information supplied by the customer;
- failure to disclose relevant information where reasonably necessary; or
- circumstances outside Raw Tallow's reasonable control.

This limitation applies only to the extent permitted by law.

Nothing in these Terms excludes liability that cannot legally be excluded.

17. INDIRECT OR CONSEQUENTIAL LOSS

To the maximum extent permitted by law, Raw Tallow is not liable for indirect, incidental, special or consequential loss arising from the use of our website or products.

This may include, where legally permitted:

- loss of profits;
- loss of revenue;
- loss of business;
- loss of opportunity;
- loss of anticipated savings;
- loss of goodwill; or
- other indirect economic loss.

This section does not apply where such liability cannot legally be excluded.

18. CUSTOMER RESPONSIBILITIES

You are responsible for:

- providing accurate personal and delivery information;
- selecting products appropriately;
- reviewing ingredients;
- following product directions;
- performing an appropriate patch test;
- storing products appropriately;
- maintaining reasonable hygiene when using products;
- using products only for their intended purpose;
- keeping products away from children where appropriate; and
- complying with these Terms.

19. CUSTOMER INDEMNITY

To the maximum extent permitted by law, you agree to indemnify Raw Tallow against reasonable loss, damage, cost or expense arising directly from your:

- material breach of these Terms;
- unlawful use of the website;
- fraudulent conduct;
- intentional misuse of our products;
- infringement of another person's rights; or
- unlawful conduct connected with your use of our website or products.

This indemnity does not apply to the extent that the relevant loss was caused by Raw Tallow's own conduct or where the indemnity would unlawfully exclude or restrict a consumer right.

20. WEBSITE USE

You must use the Raw Tallow website lawfully.

You must not:

- attempt unauthorised access;
- interfere with website operation;
- introduce malicious software or code;
- scrape or reproduce website content without permission;
- impersonate another person;
- submit fraudulent information;
- circumvent security measures;
- interfere with another user's access; or
- use the website for unlawful purposes.

We may take reasonable measures to protect the website, our customers and our business from misuse.

21. WEBSITE AVAILABILITY AND ERRORS

We do not guarantee that the website will always be available, uninterrupted, secure or error-free.

The website may occasionally be unavailable due to maintenance, technical issues, hosting problems, security incidents, telecommunications failures or circumstances outside our reasonable control.

We may correct errors, update information and modify website functionality from time to time.

22. INTELLECTUAL PROPERTY

All Raw Tallow branding, logos, product names, photographs, graphics, illustrations, written content, website design, code and other intellectual property are owned by or licensed to Raw Tallow unless otherwise stated.

You must not reproduce, modify, distribute, commercially exploit or use our intellectual property without our written permission, except where permitted by law.

23. REVIEWS AND CUSTOMER CONTENT

If you submit a review, photograph, video, testimonial or other content to Raw Tallow, you confirm that you have the right to submit that content.

You grant Raw Tallow a non-exclusive, royalty-free licence to use, reproduce, publish and display that content for legitimate business and marketing purposes, subject to applicable law.

You must not submit content that is fraudulent, unlawful, defamatory, misleading or infringes another person's rights.

We may remove content where reasonably necessary.

We will not knowingly misrepresent genuine customer experiences.

24. PRIVACY

Personal information will be handled in accordance with our Privacy Policy and applicable privacy laws.

We may provide relevant information to service providers where reasonably necessary to operate the business and fulfil your order, including payment providers, shipping providers, website providers, email providers and fraud-prevention services.

25. THIRD-PARTY SERVICES

Raw Tallow may use third-party services including payment processors, delivery providers, website hosting services, analytics services, email providers and other technology providers.

Third-party services may have their own terms and privacy policies.

Raw Tallow is not responsible for independent third-party conduct except where liability is imposed upon us by applicable law.

26. PROMOTIONS AND DISCOUNTS

Promotional offers, discount codes and special pricing may be subject to additional conditions.

Unless otherwise stated:

- promotions are subject to availability;
- discount codes must be entered before payment;
- promotions cannot necessarily be combined;
- expired codes cannot be used; and
- discounts generally cannot be applied retrospectively.

Nothing in this section limits statutory rights.

27. FRAUD AND ABUSE

We may take reasonable action against fraudulent, abusive or unlawful activity, including cancelling suspicious transactions, restricting accounts, investigating transactions and seeking recovery of losses where legally permitted.

Nothing in this section prevents a customer from exercising a legitimate legal right.

28. CHARGEBACKS

If you believe a payment was incorrectly processed, you should contact Raw Tallow so that the matter can be investigated.

You must not knowingly submit a fraudulent or misleading payment dispute.

Where a chargeback is initiated, Raw Tallow may provide relevant transaction records to the applicable payment provider or financial institution.

Nothing in this section prevents legitimate disputes.

29. PRODUCT SAFETY AND RECALLS

Raw Tallow takes product safety seriously.

If we become aware of a product safety issue, we may take appropriate corrective action, including contacting affected customers, withdrawing products or conducting a recall where required.

If you believe a product presents a safety concern, discontinue use where appropriate and contact us promptly.

Nothing in these Terms limits any mandatory product safety obligation.

30. FORCE MAJEURE

To the maximum extent permitted by law, Raw Tallow is not responsible for delay or failure caused by circumstances beyond our reasonable control, including natural disasters, fire, flood, severe weather, war, government action, industrial disputes, transport disruption, supplier failure, telecommunications failure, power outages, cyber incidents or postal disruption.

This does not remove mandatory consumer rights.

31. CHANGES TO THESE TERMS

We may update these Terms from time to time.

The current version will be published on our website together with its version number and date.

Changes will generally apply to future orders.

The Terms applicable to an accepted order will generally be the version accepted by the customer when that order was placed, subject to applicable law.

32. SEVERABILITY

If any provision of these Terms is found to be invalid, unlawful or unenforceable, it will be read down or severed to the minimum extent necessary, while the remaining provisions continue to operate.

Where possible, an invalid provision will be interpreted in a manner that makes it legally enforceable while preserving its intended purpose.

33. NO WAIVER

A failure or delay by Raw Tallow to enforce a provision of these Terms does not constitute a waiver of that provision.

34. GOVERNING LAW

These Terms are governed by the laws applicable in Australia and, where applicable, the laws of the State or Territory in which Raw Tallow operates.

Nothing in this clause prevents a consumer from exercising rights under mandatory consumer protection legislation applicable to them.

35. DISPUTES AND COMPLAINTS

If you have a concern regarding an order or product, please contact Raw Tallow with:

- your name;
- order number;
- relevant product;
- description of the issue; and
- any supporting information reasonably relevant to the matter.

We will consider legitimate complaints and attempt to resolve disputes reasonably.

Nothing in this section prevents either party from exercising rights available under applicable law.

36. ELECTRONIC RECORDS

You agree that electronic records, order confirmations, payment records, communications and records of your acceptance of these Terms may be retained and relied upon by Raw Tallow as evidence of the relevant transaction, subject to applicable law.

37. ENTIRE AGREEMENT

These Terms, together with any applicable order confirmation, product-specific information, returns policy, shipping policy and Privacy Policy, form the agreement governing your purchase from Raw Tallow to the extent applicable.

Nothing in this clause excludes rights or obligations that cannot legally be excluded.

38. CONTACT

For questions, complaints or enquiries regarding these Terms or your order:

Raw Tallow

ABN: 91 924 357 643

Website: rawtallow.com.au

Email: rawtallow@gmail.com

39. CUSTOMER ACCEPTANCE

Before purchasing from Raw Tallow, you must actively confirm:

☐ I have read and agree to the Raw Tallow Terms & Conditions.

By selecting this checkbox and completing your purchase, you acknowledge that:

- these Terms have been made available to you;
- you have had an opportunity to review them before purchasing;
- you agree to be bound by them;
- you have reviewed the applicable product information and ingredients;
- you understand that individual sensitivities and allergic reactions may occur;
- you understand that a patch test is recommended before broader use of a new product; and
- you agree to use products responsibly and according to their intended purpose.

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Nothing in these Terms excludes, restricts or modifies any right or remedy that cannot legally be excluded under Australian law.