

Shipping

We offer same day dispatch on most items if your order is placed before 11am AEST. Shipping is charged on a selection of our store items and is charged at a flat rate. We offer combined shipping at this flat rate with other items from our store.

If you need your order urgently you can choose Express Post on checkout.

Deliveries within Australia

Deliveries are sent by Australia Post and include tracking. Please allow 2 to 10 business days from the date your payment clears for items being delivered within Australia. We are not liable for the length of time it takes our carrier to deliver your item to you. Please note the amount of time it takes to get to you can vary depending on what is happening at the postage or shipping processing facility that day and is independent of how long your previous orders took to arrive. If you require an item urgently, please choose Express Postage.

We are not liable for any delays caused by the wrong address being supplied by you or by any changes you wish to make after your order has been placed including your request for your order to be sent to an address other than the one completed by you on checkout.

Be advised shipping delays are to be expected around public holidays and the Christmas rush period and we are not liable for these delays.

If you wish to change your order after it has been dispatched we hold the right to request a new order is placed and the original order is returned before a refund can be offered. Your returned order must meet our return policy terms and conditions and a refund is not guaranteed.

Express Post

Express Post orders are sent via Australia Post. The Express Post network covers 80% of Australian business addresses, private addresses and post office boxes. If your order is for an address outside this network, Australia Post will use the fastest possible transport links, but it isn't be covered by Australia Post's Next Day Guarantee. To find out if your location is included in the Express Post network please visit the Australia Post website.

Return Policy

Returns are accepted within 14 days from receipt. All items must be in the same condition as received, unused/unopened, and resalable condition. All items returned are subject to inspection and we cannot guarantee replacement or credit. Some items cannot be returned due to safety and hygiene so please choose carefully. We are happy to answer any questions you may have before you purchase and can provide samples on many items. Buyer pays return shipping fees unless it is due to an error on our part. Shipping and handling fees are non-refundable. Please note that if we offer free shipping and the item is returned to us, we will deduct actual shipping fees from your refund. Refunds will be processed as money back to your original payment method.

We recommend items be returned via Registered Australia post for proof of delivery in their original shipping materials. Secure items in their packaging so damage does not occur while they are in transit back to us.

Refunds Policy

We will notify you via email of your refund once we have received and processed the returned item. Please note we will refund reasonable shipping costs only if the return is a result of our error.

Please allow 14 to 21 days for processing of your return. Refunds will be credited to the original credit card or PayPal account only.