

Effective Date: 10 September 2023

## Shipping Policy

Our Shipping Policy forms part of, and must be read in conjunction with, our Website Terms and Conditions. It is important that you check your delivery details before completing your order. If any errors occur or issues arise, then these need to be reported to us immediately so that we can investigate.

## Shipping Options and Rates

We ship domestically within Australia and internationally as requested. Your orders will be dispatched and posted within 30 days.

Once dispatched, shipping time will vary depending on the type of shipping selected.

### Standard Shipping

Standard shipping of parcels is free and they are sent via AusPost.

### Express Shipping

Express shipping parcels are sent via AusPost as requested.

### International Shipping

International shipping parcels are sent via AusPost at a cost price.

Additional fees, such as customs duties, taxes, or handling charges, may apply for international shipments. These fees are the responsibility of the customer and may vary depending on the destination country's regulations.

### International Shipping and Customs

For international shipments, please be aware that customs regulations, duties, taxes, and fees may apply. These charges are determined by the destination country's customs authorities and are the responsibility of the recipient. It is essential to comply with all customs requirements to ensure smooth delivery and avoid any delays or additional charges.

Please note that we are unable to influence or predict the amount charged for customs duties or taxes. We recommend contacting your local customs office for more information regarding applicable charges for your specific order.

### Shipping Restrictions

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We strive to fulfill orders to the best of our ability; however, there may be certain shipping restrictions or limitations.

If you have any questions regarding shipping restrictions or if your order falls under any of these limitations, please contact our customer support for further assistance.

### Order Processing Time

We strive to process and pack your orders with care and efficiency. Once your order is prepared, you will receive a shipping confirmation email with tracking information.

### Tracking and Confirmation

To keep you informed about your shipment's progress, we provide tracking numbers or links for all orders. Once your order has been dispatched, you will receive a shipping confirmation email containing the tracking details. You can use this information to track your package through our website or the carrier's tracking system.

Please note that it may take a short period for the tracking information to become available after the shipment has been processed.

### Lost or Damaged Packages

While we take great care to ensure your packages reach you in perfect condition, unfortunate incidents may occur during transit. In the event that your package is lost or damaged, please contact our customer support within 7 days of the expected delivery date. We will initiate an investigation and work towards a resolution, which may include a replacement, refund, or insurance claim in accordance with our Returns and Refund Policy.

### Returns and Exchanges

We want you to be completely satisfied with your purchase. If for any reason you need to initiate a return or exchange, please refer to our dedicated Returns and Refunds Policy for detailed instructions. The policy outlines eligibility criteria, timeframes, and any associated restocking fees, if applicable.

### Customer Support

We value your satisfaction and are here to assist you with any shipping-related inquiries or issues. If you have questions or need assistance, our customer support

team is available M-F, 0900-1700. You can reach us via email at [hello@boundtolovethem.com.au](mailto:hello@boundtolovethem.com.au)

## Policy Updates

This shipping policy is subject to change from time to time. Any revisions or updates will be communicated to you through our website or via email. It is recommended to review this policy periodically to stay informed about any modifications.

## Disclaimer

Once a parcel has been delivered to your delivery address, we take no responsibility for any damage or theft that may occur. If you will not be present to accept delivery of your parcel or feel that your address is unsafe to leave a parcel unattended, we recommend sending your order to a work address.

## Using a Work Address

If you are providing a work address, please always include the level (if a multi storey building) and the name of the company as AusPost will return to sender if you do not make these details clear.

## Redelivery due to incorrect or incomplete address

We can redeliver parcels where address is incomplete, or has been incorrectly provided, however this will incur a delivery charge.

Please note that the delivery times specified are approximate and as provided by AusPost. We cannot guarantee these delivery times.

By placing an order with us, you acknowledge and agree to comply with the terms and conditions outlined in this shipping policy.

If you have any questions or require further clarification, please feel free to reach out to our customer support team. We are dedicated to providing you with a positive and seamless shipping experience.

Thank you for choosing Bound to Love Them.