

## **DELIVERY AND RETURNS**

### **DELIVERY**

When finalising an order via the website, you will be taken to the checkout page. You have a few options for delivery.

#### **For orders within Australia:**

- \* Select your state, and whether you would like to sign for your parcel or give the Authority To Leave. You can give additional instructions in the 'Add a note' or 'Delivery Instructions' sections. The flat rate for your state will be charged.
- \* Orders sent by courier are booked for pickup on the following day. This is the courier's system. PLEASE ALLOW FOR THIS ADDITIONAL DAY WHEN PLACING ORDERS.
- \* If you want your order to go by Australia Post, please select 'Shipping Calculated By Weight'. The shipping will be added to your order AFTER you have placed it, when the goods have been packed and weighed. YOU WILL RECEIVE A SEPARATE INVOICE FOR THE COST OF THE POSTAGE, which must be paid before the order can be sent. Please note that orders placed but not paid for are not reserved for you and items could be sold from your order unless it is paid for.
- \* Orders sent by Australia Post will be sent the same day, Monday – Friday, if placed and paid for before 3pm.

#### **For International Orders:**

Please select 'Shipping Calculate By Weight', and pay for the goods you have ordered. Please note that orders placed but not paid for are not reserved for you and items could be sold from your order unless it is paid for. A separate invoice will be emailed to you, for the cost of shipping, once the order has been packed and weighed.

Orders sent by Australia Post will be sent the same day, Monday – Friday, if placed and paid for before 3pm.

## **RETURNS**

Items can be returned within 7 days of receiving your goods, if they are faulty or the incorrect item has been sent. Please contact Ali to discuss options.

Ph: 0416 202 912

Email: [info@naturenurture.net.au](mailto:info@naturenurture.net.au)