

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:

*All areas that fall within the Sydney metro area will be charged a flat rate. Please choose this option **ONLY** if you are within this area. Please choose to either sign for your parcel or give authority for it to be left without a signature. If you have any special instructions, such as where to leave it, please put it in the 'add a note' section underneath the items in your shopping cart.

If you choose this option but are not within the metro area, you will be sent a separate invoice for the balance. If you ARE in the Sydney metro area but your order is large, or heavy (over 25kg) and needs to be sent in more than one box, you will be sent an invoice for the shipping of each additional box.

*For all other areas/states, and for Australia Post, you will be sent a separate invoice for the shipping **AFTER** your order has been packed, and the parcel dimensions calculated. We will choose the cheapest shipping option where you have chosen courier, and also send a payment request via the method you paid for your order, either Paypal or Stripe. You can choose to pay via this link, or by direct bank transfer using the details on the invoice. **Please note, delivery is NOT FREE even though when you check out a zero dollar value will be shown.** Shipping is charged **SEPARATELY** and is dependant on the weight of the parcel. Once this shipping invoice has been paid, your order will be sent.

*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.**

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

For International Orders:

Please select 'Shipping Calculate By Weight'. A separate invoice will be emailed to you, for the cost of shipping, once the order has been packed and weighed. Any amount left over once the GST has been removed will be taken off the final shipping cost, and you will be emailed an invoice for the balance.

International 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 Nature Nurture to discuss options. All returns MUST be approved by Nature Nurture before sending back.

Ph: 0416 202 912

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