

DELIVERY

DOMESTIC DELIVERY

Orders shipped within Australia are delivered via Australia Post's Express Post service. See the table below for further details of this service:

Order placed	Estimated delivery time*	Delivery to**
Before 2pm Mon to Fri	1 business day	All major metro areas and capital cities (excluding Perth n which estimates delivery within 2-3 business days)
After 2pm Mon to Fri	2 business days	All major metro areas and capital cities (excluding Perth n which estimates delivery within 2-3 business days)
Weekends	2 business days	All major metro areas and capital cities (excluding Perth n which estimates delivery within 2-3 business days)

* Please note the above delivery times are reflective of all orders dispatched from our online warehouse. In the instance where we need to source your item(s) from one of our retail stores, please allow up to 3-5 business days for delivery of your order.

** The next business day delivery service applies to all postcodes within the Australia Post Express Post delivery network (see [here](#) for a list of applicable postcodes). All orders require a signature upon delivery. If you are not present at the nominated address to accept delivery, a calling card will be left in your letterbox indicating the post office from which you can collect your parcel (you will need to present photo ID and the tracking information to collect your parcel). For more information on delivery times and full terms and conditions of this service, see the Australia Post website [here](#).

INTERNATIONAL DELIVERY

Orders shipped to countries other than Australia are delivered via Australia Post. See the table below for further details of this service

Your location	Estimated delivery time*	Can I track my
New Zealand (Zone 1)	2-5 business days	Yes
Asia (Zone 2)	2-5 business days	Yes
USA & Canada (Zone 3)	2-5 business days	Yes
UK & Europe (Zone 4)	2-5 business days	Yes
Rest of the world (Zone 5)	3-7 business days	Yes

*Please note the above delivery times are reflective of all orders dispatched from our online warehouse. In the instance where we need to source your item(s) from one of our retail stores, please allow an additional 1-2 business days for delivery of your order. The above estimated delivery times do not include customs clearance or instances where a shipment is held for payment of duties/taxes.

CUSTOMS AND IMPORT DUTY

Please note that international orders may be subject to local charges. Any and all customs or import duties are charged once the parcel reaches its destination country and are to be paid for by the recipient. As customs policies vary between countries, we strongly recommend checking your local customs advisory website prior to placing an order to see what charges may be payable. While we endeavour to inform you of any customs or import duties and the value limit at which duty is payable at checkout, we cannot be responsible for reimbursing any additional costs charged on delivery of an order that were not indicated prior to checkout.

AUTHORITY TO LEAVE (INTERNATIONAL ORDERS ONLY)

We strongly suggest selecting a business address that is occupied between the hours of 9am – 5pm Monday to Friday as your nominated delivery address. While our couriers will make every attempt to contact you if you are not present at your nominated address at the time of delivery, your parcel will be left in the safest location possible in the event we can't reach you. In this instance, we do not accept liability for lost or damaged items.

Due to licensing restrictions, some products are unavailable for shipping to selected countries. All items that are not available for shipping to a particular country will be removed from your shopping bag at checkout.