

SHIPPING, RETURNS and REFUNDS

SHIPPING

Orders sent to Blackwattle Pottery will be addressed in the most efficient manner possible for the business and best value to the customer. Orders will be picked, packed and dispatched once payment confirmation has been received. Purchase Orders will be despatched as soon as the goods are ready to ship.

Blackwattle Pottery will advise the customer when the order is ready for dispatch. The Pick Up in Store option can be selected for goods to be collected from our Ingleburn retail outlet. The hours for collection are Monday-Friday 8am-4pm at 8 Aero Rd Ingleburn, NSW 2565.

In the event that a customer cancels an order after 24 hours of the time of order placement, and the order has **not** been despatched, a 20% restocking fee will be charged.

Blackwattle Pottery will send small items with Australia Post where the option has been selected by the customer unless an unforeseen event occurs. Blackwattle Pottery will send other orders by Australia Post where it is the most efficient and economic option.

In general, a courier will be used to deliver the goods. Blackwattle Pottery employees may also deliver orders where appropriate. For bulk orders, delivery fees will include delivery to a loading dock or reception area with suitable vehicle access. Carting and stacking in locations including classrooms or storerooms is not included in our standard delivery fees. Orders are delivered Monday-Friday 9am-5pm. Orders will not be delivered on weekends or public holidays.

Details for the order must be correct as we cannot redirect any orders once they have been dispatched. Please ensure your contact details and address for shipping are correct.

Tracking details are provided via email.

Many freight companies experience shipping delays due to high volumes during periods of peak demand. Please consider the timing of your order and plan ahead at these times.

RETURNS AND REFUND POLICY

Blackwattle Pottery accept returns or refunds under certain conditions.

Check any goods purchased and report any issue with the product within 7 days of purchase. You will need to quote the Invoice number of the damaged goods. Blackwattle Pottery will assess the individual request to replace or refund an item on each individual request.

Blackwattle Pottery cannot control stock damage that may result in a parcel delivery through Australia Post or a courier service. In the event of receiving a damaged item, please take photos and email them to Blackwattle Pottery. Where items are clearly damaged by the courier prior to your delivery, the package will be returned to us which will cause a delay to goods received by the customer.

In the event that a customer cancels an order after 24 hours of the time of order placement, and the order has **not** been despatched, a 20% restocking fee will be charged.

Refunds for card or PayPal payments will have the Merchant processing fee deducted from the refunded amount.

Australia Post will return a parcel in the case that it has not been collected according to their terms and conditions. If the parcel is returned to Blackwattle Pottery, the customer must cover the cost of resending the package or make alternate arrangements.

Please make a claim for damaged items within 7 days of receipt. Any returns other than defective goods must be returned in their original packaging and must be unopened.

Warranty

Some products come with a manufacturers Warranty. This covers you for manufacturing faults that occur within the timeframe determined by the manufacturer. In the event of an issue with your purchase, please provide the actual invoice details for the product. We will assist you to take appropriate action on a case by case application.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.