SHIPPING & DELIVERY

**AUSTRALIAN ORDERS**

We ship by Australia Post to residential and business addresses, PO boxes, parcel lockers, locked bags and any other official Australia Post address.

Orders are usually shipped by **Australia Post's** trackable Parcel Post and eParcel Express Post services unless otherwise stated and require a signature on delivery.

It should be noted that Express shipping offered by us is in the Australia Post Express network and is not covered by any delivery guarantees.

Shipping & handling is calculated on the cost and weight of your order.

Standard and Express Post can be selected.

* Standard Post - Up to 1 kilo - $14.00
* Express Post - Up to 1Kilo- $18.00
* Standard Post – 1 Kilo to 3 Kg - $20.00

Standard Post orders over 5 Kg will be charged by weight & location.

* Express Post – 1 kilo to 3 Kg - $23.00

Express Post orders over 3 Kg will be charged by weight & location.

**RETURNED ORDERS**

Orders returned to us due to incorrect address details supplied, or failure to collect from parcel lockers and post offices attract a Return to Sender fee (RTS) of $12.85 from Australia Post which may be charged to the customer at the discretion of Retree Wellness any shipping cost for resending the order will be borne by the customer, and charged at the real cost of shipping.

**INTERNATIONAL ORDERS**

We are currently not shipping internationally.

RETURNS & REPLACEMENTS

Our refund and return policy is in line with the '[**Consumer Rights & Guarantees**](https://www.accc.gov.au/consumers/consumer-rights-guarantees)' as set out by the Australia Competition & Consumer Commission.

Retree Wellness products are produced and selected with quality in mind. Please choose carefully as you are not entitled to a refund if you simply change your mind.

You may seek a refund for goods purchased from us if the product is faulty through no fault of your own, or if it does not match our product description. However, the goods must be returned within a reasonable period, and you may be asked for proof of purchase.  You may also be asked to demonstrate that the problem with the goods was not your fault. All return requests for products not matching the website description, damaged deliveries, or missing products must be made within 7 days of delivery.

In order to return any product(s), you must contact Retree Wellness to get a Return Merchandise Authorisation BEFORE sending the product(s) back. The supplied RMA form must accompany your returned product(s). Returns will be processed within 7 days of arriving back at our Office.

If you prefer an alternative to a refund, we can arrange for goods to be exchanged or repaired. A credit to be used on other Retree Wellness products may be offered at our discretion.

Our warranties are what are commonly known as a 'back to base warranties,' meaning you are responsible for returning the product unless the cost of doing so is significant. In this case, we must organise and pay for the return or exchange.

Please keep your receipt as proof of purchase. This is simply to make your claim easier and is not required.

**GOODS DAMAGED DURING SHIPPING**

Retree Wellness will, at our discretion replace, repair or offer a credit for goods damaged in transit.

All packaging materials and the box/satchel must be kept, and you may be asked to lodge a complaint with Australia Post, if applicable.

Photographic evidence of the damage may be required, and the goods may need be returned for examination.

ORDER CANCELLATIONS

Orders placed by email, telephone or via our website may be cancelled prior to the order being shipped, however, this may entail a cancellation fee to cover the cost of any transaction fees and time required to complete any refund.