

CLEMENTE CAPDEVILA PTY LTD SHIPPING POLICY

1. Processing your Order

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

2. Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping. After your payment is authorised and verified, all orders are processed within 7 days. We will contact you for some reason if there are any delays. However, some orders may ship within as few as 5 days and some may take up to 14 days.

3. Shipment Locations

3.1. Domestic Only, Clemente Capdevila Pty Ltd does not ship internationally currently. We ship domestic only - anywhere in Australia.

4. Shipment rates and delivery estimates

We endeavour to get your order to you as soon as possible. Once your order is placed, an estimated delivery time will be provided to you. Delivery times are estimates and commence from the date of shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

(a) Standard Shipping The order will arrive within 5-10 business days. Standard Shipping costs \$0.

(b) Please note:

(i) Business Day means Monday to Friday, except holidays.

(ii) Orders are not shipped or delivered on weekends or holidays.

(iii) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.

(iv) Products may be delivered in separate shipments. (v) Due to Availability of products, packages to and from our facility in Queensland may be delayed. We appreciate your patience during this time.

(vi) We will not be responsible for wrong shipping address if you provide incorrect information.

5. Tracking Options

Clemente Capdevila Pty Ltd aims to provide visibility and transparency throughout the shipment process.

Once your order is confirmed and shipped, you will receive a link to track your package.

5.1. Domestic and International

All orders delivered within Australia automatically have tracking. all orders are sent with Australia Post. This service comes with tracking and your tracking number will be sent to you once it has been posted.

6. Damages

If there is any damage to the packaging on delivery, contact Australia Post on 13 76 78

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