

## SHIPPING POLICY

Thank you for visiting and shopping at My Little Elf Store. The following information sets out the terms and conditions that constitute our Shipping Policy.

### 1. Processing your Order

An email confirmation is sent to your e-mail address after placing your order (*please check junk mailbox incase delivered there*). 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 2 business days. We will contact you if, for some reason, there are any delays.

### 3. Shipment Locations

#### 3.1. Domestic and International

My Little Elf Store ships domestically as well as internationally. If you have a question about domestic or international deliveries, please contact us at [mylittleelfstore@gmail.com](mailto:mylittleelfstore@gmail.com).

### 4. Please note:

- (i) We use **Australia Post** for all Domestic and International orders. We are based in regional NSW, so please factor this in when purchasing to avoid any disappointment.
- (ii) Business day means Monday to Friday, except public holidays.
- (iii) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.
- (iv) We will NOT be responsible for wrong shipping address if you provide incorrect information.

### 5. Tracking Options

My Little Elf Store aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive an email confirmation with tracking information to track your package (*please check junk mailbox in case delivered there*).

#### 5.1. Domestic and International

All orders delivered within Australia automatically have tracking.

International orders are sent with **Australia Post**. This service comes with tracking and your tracking number be sent to you via email once it has been posted (*please check junk mailbox incase delivered there*).

## **6. International Customs, Duties and Taxes**

All orders shipping to a destination outside of Australia are subject to the import duties, fees, and taxes of the destination country. Delays in delivery may occur if your package is randomly selected by your country's Customs Department. My Little Elf Store is not responsible for any possible customs and taxes applied to your order. We have no control over the process or additional charges associated with the delivery and importation of your order (package) into your country. We do not benefit in anyway from these chargers and we work very closely with our brokers and carriers to ensure as few delays as possible. All fees imposed during or after shipping are the responsibility of the customer. You agree that you are responsible for any duty, taxes, and custom requirements or other like taxes, fees, levies, costs, or expenses associated with importing products you purchase from us and shipping them internationally.

## **7. Damages**

If there is any damage to the packaging on delivery, contact us immediately at [mylittleelfstore@gmail.com](mailto:mylittleelfstore@gmail.com).

## **8. Missing or Lost Package**

There are several reasons why a package gets lost or becomes a deliver exception. We have found that, more often that not, the package is either in the building or with a neighbour. My Little Elf Store politely requests that customers look in common courier hiding spots. Please look around and let us know if you find it. If you have not located your order, please contact us at [mylittleelfstore@gmail.com](mailto:mylittleelfstore@gmail.com) to report missing or lost packages.

## **9. Questions**

If you have any questions about the delivery and shipment of your order, please contact us at [mylittleelfstore@gmail.com](mailto:mylittleelfstore@gmail.com).