

SHIPPING POLICY

Thank you for visiting and shopping at T&T Visual Supports. 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 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 7-10 business days. We will contact you if, for some reason, there are any delays.

3. Shipment Locations

3.1. Domestic Only

T&T Visual Supports does not ship internationally at this time. We ship domestic only - anywhere in Australia.

4. Shipment rates and delivery estimates

We endeavor 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) 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) When placing your order, we consider these factors when calculating the Estimated Delivery Date:
- (v) We will not be responsible for wrong shipping address if you provide incorrect information.

5. Tracking Options

T&T Visual Supports 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 Only

All orders delivered within Australia automatically have tracking.

6. Damages

If there is any damage to the packaging on delivery, contact us immediately at ttvisuals@outlook.com.

7. Missing or Lost Package

There are several reasons why a package gets lost or becomes a deliver exception. We've found that, more often than not, the package is either in the building or with a neighbour. T&T Visual Supports politely requests that customers look in common courier hiding spots. Please take a look around and let us know if you find it. If you haven't located your order, please contact us at ttvisuals@outlook.com to report missing or lost packages.

8. Questions

If you have any questions about the delivery and shipment of your order, please contact us at ttvisuals@outlook.com.