



SHIPPING POLICY

Thank you for visiting and shopping at Minis Craft. 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 generally processed within 5 days. We will contact you if there are any delays expected.

However, some orders may ship within as few as 2 days and some may take up to 7 days.

3. Shipment Locations

3.1. Domestic and International

Minis Craft ships both domestically within Australia and internationally to specific countries.

3.2. Shipping Restrictions

Our company does ship to both commercial and domestic addresses. We do not ship to PO Boxes.

4. Shipment rates and delivery estimates

We endeavor to get your order to you as soon as possible. Where available, you'll receive a tracking link via email when your order ships. Delivery estimates 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. We will make every effort to fulfil your order in the shortest possible timeframe.

(a) Standard Shipping

The order should normally arrive within 21 business days after shipping.

(b) Standard Shipping within Australia is Free. But things do sometimes go wrong, and if the order is not received within 42 business days we'll send a free replacement.

4.1. Please note:

(a) Business day means Monday to Friday, except holidays.



- (b) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.
- (c) Products may be delivered in separate shipments.
- (d) Due to Covid-19, shipments may be delayed. We appreciate your patience during this time.
- (e) We will not be responsible for a wrong shipping address if you provide incorrect information. However, we will work with you to try to redirect the shipment to your address if at all possible. You will need to pay for the additional shipping costs associated with this transaction.

5. Tracking Options

Minis Craft aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, **and when available**, you will receive a link to track your package.

6. Damages

If there is any damage to the packaging on delivery, contact us immediately at orders@miniscraft.com.au or the courier.

7. Missing or Lost Package

There are several reasons why a package gets lost or becomes a delivery exception. We've found that, more often than not, the package is either in the building or with a neighbour. Minis Craft politely requests that customers look in common courier hiding spots. Please take a look around and let us know if you find it. Please also check your shipping confirmation email for any mistakes in the delivery address or ask your local post office if they have your package. If you haven't located your order, please contact us at orders@miniscraft.com.au or the contact given by the courier 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 orders@miniscraft.com.au or the contact given by the courier.