

Shipping policy

Thank you for visiting and shopping at Karri International.

Following are the terms and conditions that constitute our Shipping Policy Domestic

Shipping Policy Shipment processing time

All orders are processed and dispatched within 2-3 business days from our Brisbane warehouse. Orders are not shipped or delivered on weekends or holidays.

We use Australia Post or their Agents for Delivery throughout Australia

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

We reserve the right to update pricing tiers at any time without notice.

Goods will be delivered Monday to Friday. Deliveries in general can take between 5 to 10 working days on average, however, this can differ depending on the carrier and your location.

Our delivery time guidelines are based on business days, which only includes Monday – Friday and excludes public holidays.

Shipping guidelines are based on the estimated time of arrival from the dispatch date, not the date your order is placed.

Please note COVID-19 restrictions are impacting Australia post-delivery timelines – please refer to Australia post for up to date delivery timelines

<https://auspost.com.au/business/shipping/domestic-shipping/delivery-speeds-and-coverage>

If you believe your order is outside the specified time range of delivery, and you are having your parcel delivered to a business address, please check the mail room or reception for your parcel.

If your parcel is being delivered to a home address and you have left delivery instructions, please check around your property (such as the meter box, carport etc) for somewhere safe the delivery driver may have left your parcel.

Please check your confirmation email to confirm your delivery address was correct.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s) from the shipping provider with your estimated time of arrival (ETA) once your order has been dispatched. The tracking number will be active within 24 hours. This will enable you to track your order if required.

All deliveries are marked 'Authority to Leave – Any Safe Place on Premises' due to current COVID-19 restrictions.

Customs, Duties and Taxes

Our website is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

Karri International Pty Limited are not liable for any products damaged or lost during shipping.

If you received your order damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.