



Purely Organix Shipping Policy

After choosing to place an order with Purely Organix, we are pleased to advise of the following process:

1. You shall receive an initial confirmation email that your order has been received and is being packed.
2. When goods are dispatched from our warehouse you shall receive an email confirming your delivery has been successfully shipped.
3. Goods shall be packaged to prevent product damage during transport.

Freight Costs:

Delivery to Australian residents is charged at a flat rate of \$8.95 for all orders under 15kg. Orders above 15kg will be charged at a bulk-shipping rate.

Please contact us at purelyorganix@gmail.com for more information.

Orders over \$80.00 (and within the 15kg restriction) will receive free standard postage with Australia Post. Purely Organix reserves the right to end or change this free shipping offer at any time.

Deliveries:

Purelyorganix.com.au may not be able to provide delivery to all areas, and if so, a full refund of your order will be provided. Orders are processed and dispatched within 48 hours (weekdays) of being received except during sale and promotional periods, on public holidays or during festive seasons. Orders will arrive between approximately 2-5 business days from dispatch except during periods above outlined. However please note: Purely Organix cannot make guarantees on behalf of Australia Post, particularly where delivery times, e-parcel emails and tracking information are concerned.

If you have a problem with your parcels arrival after dispatch you must contact Australia Post with your Tracking information.

Delivery is available to Australian residents only. For more information about international orders please contact us at purelyorganix@gmail.com.

Pricing:

All pricing is displayed in Australian Dollar (AUD) inclusive of GST (Goods and Services Tax). In the interest of fairness to consumers and retailers our products are set at recommended retail pricing. We are not a discount outlet for Purely Organix but from time to time, to support our online customers and offer them the same opportunities received by in-store customers, we offer promotions and discounts. Prices and products are subject to change at any time without notice.

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Returns:

We make every effort to ensure that your purchase arrives to you in perfect condition. Should you experience a problem with your order (other than delivery issues), please contact us at purelyorganix@gmail.com or 0412301142 and we will do our utmost to resolve any issue.

Purely Organix does not have to provide a refund if you simply change your mind on an item, so please choose carefully.

Should you wish to make a claim relating to your product for (1) damaged in transport or (2) incorrect goods received. We advise this must be done within 24 hours of receiving your goods by telephone or email.

After confirming claims when receiving the returned goods at our warehouse, we shall then promptly (a) re-supply the item(s) or (b) credit the relevant invoice appropriately. Importantly it is always the customer's responsibility to review the goods received prior to their opening.

Goods received, even in the event of incorrect supply, shall only be returned for re-supply or credit if the goods are unopened & in their original condition.

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