

## Shipping policy

All orders are processed within 2 business days of you receiving your order confirmation email. If we cannot supply the goods immediately, we will let you know.

We usually ship items through Australia Post, using Economy Air services. At present, Australia Post, along with other freight services, cannot guarantee to meet their expected or advertised shipping times, due to complications caused by the Covid pandemic.

### Domestic Shipping Rates

Books are posted free to addresses within Australia.

### International Shipping Rates

International shipping charges for our order will be calculated and displayed at checkout. We offer a digital option for most books. Digital books can be downloaded without cost as soon as you receive your confirmation email with the download link.

If you wish to place a large order for print books, please contact us so that we can offer a reduced shipping cost if possible. We do not make a profit from shipping!

Your order may be subject to import duties and taxes which are incurred once a shipment reaches your destination country. The supplier is not responsible for these charges if they are applied and are your responsibility as the customer.

### How do I check the status of my order?

When your order has shipped, you will receive an email notification from us. If you have ordered a single item, the it will be forwarded as a "letter", which does not have tracking available.

If you have not received your order within a reasonable time (perhaps 10 business days), please contact us and we will attempt to locate the item.

### Refunds, returns, and exchanges

We accept returns only if there has been an error in supply order is damaged in transit.

If we have supplied the wrong item, please email us and we will arrange to forward the correct item.

In the event that your order arrives damaged in any way, please email us as soon as possible with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please contact us: [Phil.Ridden@iinet.net.au](mailto:Phil.Ridden@iinet.net.au)