



## HVBC SHIPPING POLICY – JULY 2021

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**Hunter Valley Barrel Craft** is the operator and owner of [huntermvalleybarrelcraft.com.au](http://huntermvalleybarrelcraft.com.au). By placing an order through this website, you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

### 1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund.

### 2. Shipping Costs

Shipping is free for all east coast states of Australia (New South Wales, Victoria, Queensland, Tasmania, and Australian Capital Territory). For all other states (South Australia, Northern Territory and Western Australia) shipping costs are at a flat rate of \$15. These shipping costs are calculated based on weight, dimensions, and destination of the items in the order and will be calculated during the checkout process once the address and postcode have been entered. Payment for shipping will be collected with the purchase. This price will be the final price for shipping cost to the customer.

### 3. Returns

#### 3.1 Return Due To Change of Mind

Hunter Valley Barrel Craft will happily accept returns due to change of mind as long as a request to return is received by us within 30 days of receipt of item and are returned to us in original packaging, unused and in resalable condition. Return shipping will be paid at the customers expense and will be required to arrange their own shipping. Once returns are received and accepted, refunds will be processed to store credit for a future purchase. We will notify you once this has been completed through email. Hunter Valley Barrel Craft will refund the value of the goods returned but will NOT refund the value of any shipping paid.

### 3.2 Warranty Returns

Hunter Valley Barrel Craft will happily honour any valid warranty claims, provided a claim is submitted within 90 days of receipt of items. Customers will be required to pre-pay the return shipping; however, we will reimburse you upon successful warranty claim. Upon return receipt of items for warranty claim, you can expect Hunter Valley Barrel Craft to process your warranty claim within 7 days. Once warranty claim is confirmed, you will receive the choice of:

- a) Refund to your payment method
- b) A refund in store credit
- c) A replacement item sent to you (if stock is available)

## 4. Delivery Terms

### 4.1 Transit Time Domestically

In general, domestic shipments are in transit for 2-7 days, depending on shipping location.

### 4.2 International Shipping

At this point in time, we do not ship internationally (outside of Australia).

### 4.3 Dispatch Time

We operate Sunday – Thursday during standard business hours, except on national holidays at which time the workshop will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum. As our creations are made to order, we have an approximate 7 day turn around between the time of order and the dispatch of order. Please keep in mind when ordering that we only send our items out to ship on a Thursday, so if you order on a Wednesday, your item will not ship until the following Thursday.

### 4.4 Change of Delivery Address

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched. Please just send an email to [huntervalleybarrelcraft@gmail.com](mailto:huntervalleybarrelcraft@gmail.com).

### 4.5 P.O. Box Shipping

Hunter Valley Barrel Craft DO NOT ship to P.O. box addresses.

## 5. Delivery Notifications

Upon dispatch, customers will receive an email from which they can expect to receive the item within the times listed below:

<b>State</b>	<b>Metro</b>	<b>Regional</b>
<b>East Coast States (NSW, ACT, VIC, QLD &amp; TAS)</b>	3-6 business days	5-8 business days
<b>Rest of Australia (NT, SA &amp; WA)</b>	4-7 business days	6-9 business days

These dates are an estimate based on the information provided by AusPost.

You will also receive a tracking link with updates to email and phone (if opted in) from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

## 6. Duties & Taxes

Sales Tax has already been applied to the price of the goods as displayed on the website.

## 7. Cancellations

If you change your mind before you have received your order, we are able to accept cancellations at any time before the order has been dispatched. If an order has already been dispatched, please refer to our refund policy.

## 8. Insurance

Parcels are insured for loss and damage up to the value as stated by the courier.

### 8.1 Process for parcel damaged in-transit

We will process a refund or replacement as soon as the courier has completed their investigation into your claim.

### 8.2 Process for parcel lost in-transit

We will process a refund or replacement as soon as the courier has conducted an investigation and deemed the parcel lost.

## 9. Customer Service

For all customer service enquiries, please email us at [huntervalleybarrelcraft@gmail.com](mailto:huntervalleybarrelcraft@gmail.com)