



SHIPPING POLICY

Thank you for visiting and shopping at KH Designs, please find the terms and conditions regarding Shipping.

Our current processing time is 10 business days for regular orders or 3 business days for rush orders, plus shipping times.

Shipping costs are approx. \$10 however this may vary depending on weight, location and if shipping to a remote area KH Designs will advise prior to dispatching.

What are your delivery timeframes?

Once you've received your order confirmation email, please allow:

Metro delivery:	Within 7 business days
Regional delivery:	7 – 14 business days
Remote delivery:	Within 21 business days

Allow 4 business days from placing your order, for the delivery details to be confirmed by email.

We always strive to ensure on-time delivery, but there may be instances when packages may be delivered past the estimated date, particularly in the peak times. We guarantee your order will be shipped within the above specified time frames, however once the parcel has been collected for delivery it is outside of our hands and have no further control over the delivery timeframes.



Who will deliver my order?

KH Designs will primarily use Sendle for all their shipping however if you request delivery to a PO Box or live remotely than Australia Post will be the carrier.

The tracking link in your shipping confirmation email(s) will take you directly to the carrier's website to track your package.

Can I change my delivery address after my order has been placed?

No, you can't change your delivery address once your order has been placed.

Once you receive your shipping confirmation email, it may be possible for the carrier to change your delivery address or redirect your order. Please contact the carrier directly.

What is authority to leave?

When you give authority to leave, you're allowing our carriers to leave the package unattended at your address without a signature.

Please note:

If the carrier believes the location is not secure, they will not leave the package unattended, If you opt to leave your order unattended, KH Designs will not be responsible for any lost or stolen packages.

What if I'm not home when my order arrives?

If you provide authority to leave during checkout, you're allowing our carriers to leave the package unattended at your address without a signature.



If the carrier believes the location is not secure, they will not leave the items unattended. If you don't provide authority to leave, our carriers will leave a note directing you with next steps.

Australia Post deliveries, you will be left a calling card and provided further instructions to arrange collection/re-delivery of your parcel. It is your responsibility to collect your package for the collection point.

Should you not collect and the package is returned to our store, we will contact you advising of the return parcel. We will then re-arrange an alternative collection method or

re-delivery at an additional fee which you will be responsible to pay.

We acknowledge that failed deliveries are disappointing for our customers and ask that if you do live in a location which is difficult to access, please advise us of this during the checkout process.

Damages

KH Designs Giftware is 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.

International Shipping Policy

We currently do not ship outside of Australia

Returns Policy

Our refund policy provides detailed information about options and procedures for returning your order.