



Shipping policy

Thank you for visiting and shopping at My Face Place. The following information sets out the terms and conditions that constitute our Shipping Policy.

Processing your Order

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping. After your payment is authorised and verified, all orders are processed within 1-2 days. We will contact you for some reason if there are any delays.

Shipment Locations

Domestic shipping only

My Face Place ships with Australia Post.

Shipment rates and delivery estimates

We aim to get your order to you as soon as possible. Once your order is placed, an estimated delivery time will be provided to you. Delivery times are estimates and commence from the date of shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact deliver time. Unless there are exceptional circumstances, we make every effort to fulfill your order.

- **Express Shipping**

The order will arrive within 3-5 business days (COVID delays)

Express Shipping costs \$14.95.

- **Standard Shipping**

The order will arrive within 3-7 business days (COVID delays)

Standard Shipping costs \$9.95 or free for orders over \$150.00.

Note: Subject to placing your order before specific cut-off times.





Please note:

- Business day means Monday to Friday, except holidays.
- Orders are not shipped or delivered on weekends or holidays.
- Products may be delivered in separate shipments.
- When placing your order, we consider these factors when calculating the Estimated Delivery Date:
 - Transit Time: The amount of time it takes your order to leave our distribution centre and arrive at the local delivery carrier.
 - We will not be responsible for wrong shipping address if you provide incorrect information.
- In-store pickup dates vary based on product availability.

Tracking Options

My face Place aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package.

Damages

If there is any damage to the packaging on delivery, contact us immediately at hello@myfaceplace.com.au

Questions

If you have any questions about the delivery and shipment of your order, please contact us at hello@myfaceplace.com.au