**SHIPPING POLICY**

Thank you for visiting and shopping atCarloandCub Sensory Kits. The following information sets out the terms and conditions that constitute our Shipping Policy.

1. **Processing your Order**

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

1. **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 7-10 Working days. We will contact you for some reason if there are any delays.

1. **Shipment Locations**

3.1. Domestic Only

Carlo and Cub does not ship internationally at this time. We ship domestic only – anywhere in Austral**ia.**

1. **Shipment rates and delivery estimates**

We endeavor 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 delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

(a) Standard Shipping  
The order will arrive within 7 business days.  
  
(b) Please note:  
(i) Business day means Monday to Friday, except holidays.

(ii) Orders are not shipped or delivered on weekends or holidays.

(iii) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.

(iv) When placing your order, we consider these factors when calculating the Estimated Delivery Date:

(A) Transit Time: The amount of time it takes your order to leave our distribution centre and arrive at the local delivery carrier.

(v) Due to Product Stock outs, packages to and from our facility in Hoxton Park NSW may be delayed. We appreciate your patience during this time.

(vi) We will not be responsible for the wrong shipping address if you provide incorrect information.

1. **Tracking Options**

Carlo and Cub 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.

**5.1. Domestic Only**

All orders delivered within Australia automatically have tracking.

**6. Damages**

Unfortunately we are not responsible for broken or damaged packages, unless something inside the package is faulty.

**7. Missing or Lost Package**

There are several reasons why a package gets lost or becomes a delivery exception. We’ve found that, more often than not, the package is either in the building or with a neighbour. Carlo and Cub politely requests that customers look in common courier hiding spots.

**8. Questions**

If you have any questions about the delivery and shipment of your order, please see our FAQ page,www.carloandcub.com.au, or contact us at info@carloandcub.com