

SHIPPING POLICY

SHIPPING AND DELIVERY

We are currently shipping orders within Australia through our website and charge a flat rate of \$12.95 for standard tracked shipping.

We offer express shipping for \$20 flat rate.

Uncollected or forfeited parcels will incur additional shipping costs to be resent if returned to sender.

TIME FRAMES

Orders are shipped daily and will be packed and sent within 2 business days of purchase. We do aim to have orders out same and next business day after purchase however please be patient with us during busy periods such as Christmas.

We use Australia Post as our courier. Estimated delivery times vary based on where you live and at busy times of the year eg. Christmas & Easter.

If you would like to check shipping times for your region please see Australia Post Delivery Times. We are located in Cairns, Queensland 4870.

When we have packed your order and it is dispatched you will be sent confirmation via email or text with the tracking number. Once your order has been sent the delivery times are outside of our control. The Sensory Way does not take any responsibility if an item does not arrive to you in time for a certain date due to postage delays.

LOCAL PICKUP

If you are located near Cairns we offer free Local Pickup.

Please select the 'Local Pickup' option at checkout.

Once your order is ready you will receive an email with the collection address.