

## **Shipping Policy – Delivery only (for returns please see our Returns & Refund Policy on our website)**

If you have any questions, please contact us in advance at [deeanandme1967@gmail.com](mailto:deeanandme1967@gmail.com)

Welcome to the website [deeandme.com.au](http://deeandme.com.au). Here at Dee & Me we offer exquisite one of a kind Wearable Art, jewellery, scarf pins and shawl pins. We take every care to show the size and colours of the piece or pieces you have purchased as accurately as possible, although the image you see online may display differently to in real life. This can be due to the slight variations between browsers, devices, and screen settings. Any variation between the image represented and the actual artwork is not considered a fault and slight inconsistencies will not be a valid reason for return.

### **Payment**

Select your preferred payment method through a Secure Payment Gateway using Stripe

We also offer payment through PayPal.

We do not store any of your debit/credit card details.

### **Free Shipping in Australia**

Free Shipping for all deliveries, within Australia.

### International Shipping

We can ship to most countries, although it will take longer to arrive depending on your location. The Shipping cost is currently on a as required basis at this stage, we are hoping to change this to the auto added in the cart in the future. If you are ordering from Overseas, then send us an email to [deeanandme1967@gmail.com](mailto:deeanandme1967@gmail.com), and we can give you a quotation for the shipping costs.

Note: At the current time shipping costs are varying significantly due to fuel surcharges, especially with air freight. Overseas shipments (outside Australia) may be subject to import duties and taxes according to the laws of the destination country, which are levied once your package reaches your country. You may incur added charges for your package to clear customs.

Any added charges are at the customer's expense. Dee & Me does not collect duties and taxes and cannot predict what your charges may be. For more information about your country's custom policy, please contact your local customs office.

## **Packaging**

We ensure your beautiful new product/s are professionally packaged, so it arrives in perfect condition. Your pieces will be protected by tissue paper, layers of bubble wrap and a cardboard box.

## **Delivery Time**

Once your order is processed, we can get a better estimate of arrival times and will be in touch to let you know. Your purchase will be fully insured and tracked.

Packing and order processing time is 1 - 5 days, then once despatched, delivery within Australia may take 2 - 14 days depending on delivery method and your location, or outside of Australia 5 -15 business days (although this is variable).

## **Returns Policy**

Dee & Me want you to be overjoyed with your new purchase once you have received it. Please check the dimensions and/or the descriptions of the product carefully and make sure you are 100% happy with your choice before buying. So please check out the Returns & Refund Policy on our website for further information or contact us at [deeandme1967@gmail.com](mailto:deeandme1967@gmail.com)