

## SHIPPING AND DELIVERY

All orders will only be dispatched when full payment of goods is received. We dispatch orders on the same day or next business day in most cases. We do not dispatch or deliver at weekends or public holidays.

Meade Farm Pty Ltd (Meade Farm) uses Sendle, Australia Post, TNT & DHL for most of the shipping services. Shipping charges are based on the packaging, total weight, cubic size of your order, and destination. If you are not available to accept delivery of your shipment, your order will be left in a safe place by Sendle or Australia Post. TNT & DHL usually attempt delivery 3 times. If you are not home for delivery your parcel may be returned to Meade Farm. To ensure you receive your order promptly please use a business address if you are not home during business hours.

Incorrect delivery address details may result in your purchases being delayed or not being delivered, so please ensure your delivery address details are correct, including the post/zip code. Please provide us with the mailing address your postal authority uses to deliver your mail. If you are in a multi-story building and your mail is delivered to a post box or locked bag, submit that address. The cost of having to resend your purchase due to incorrect delivery address details are your responsibility.

Should your order not arrive within the delivery target please be aware that we are unable to lodge a missing parcel enquiry with Australia Post until 30 working days have elapsed from the time of despatch. If you do not receive your parcel you can notify us by email at [info@caldermeadefarm.com.au](mailto:info@caldermeadefarm.com.au) include a name, order number and a telephone number where we can contact you. We will advise you of our progress tracking the missing articles.

Meade Farm is not responsible for any late delivery or failure to deliver due to circumstances beyond our reasonable control. Replacement items will be dispatched at our discretion after we have made reasonable tracking attempts.

## Australia

For deliveries within Victoria allow 3 – 5 business days. For deliveries to other parts of Australia allow 5 – 10 business days. If you are not home to take delivery, your parcel will be left in a safe place unless you request otherwise. If you know you will not be home, have your parcel sent to work.

## Express Post – Australia

Express Post delivery is available as a delivery option but is more expensive. If the order and payment are received prior to 1 pm (Melbourne time) Express Post will deliver to capital cities and some country areas (click on the following Australia Post link to check whether your postcode is in the [Express Post next day delivery area](#) otherwise Australia Post will use the fastest possible transport link. The delivery times are a guide only, as we have no control over Australia Post, and as a result, we cannot guarantee to deliver by a certain date.

## International

We use Australia Post Registered Air Mail, TNT & DHL for overseas orders. Allow 6 – 20 business days for delivery depending on the destination.

It is the responsibility of the purchaser to determine that the product can be lawfully imported to the destination country. Orders that are shipped to countries outside of Australia may be subject to import taxes, customs duties and fees levied by the destination country. The recipient of an international shipment may be subject to such import taxes, customs duties and fees, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by the recipient; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond our control.

## Express Post – International

An Express Post International option is also available but is considerably more expensive for packages up to 2kg. The cost of Express Post International is a flat rate up to 2kg i.e. the cost is the same if you send a parcel weighing 500gm or 2kg.

## Return Policy

### Our customers are our No. 1 priority.

We value your business and are confident you will be more than satisfied with the quality of your purchase from Meade Farm Pty Ltd (Meade Farm). If for any reason you are not completely satisfied

with any purchase you make from Meade Farm we are happy to offer a refund, exchange or replacement on all goods returned to us within 30 days of your receipt of goods provided they are in their original, unopened and unused condition with all tags and hygiene seals intact. Meade Farm is committed to its obligations to consumers under Consumer Law. Each request for an exchange or refund will be dealt with on its merits in accordance with Meade Farm's legal obligations.

Step 1: Fill out the return form\* and print it out.

Step 2: Include the return with its original packaging, receipt and return form in your return package

Step 3: Go to your local post office and mail the parcel to Caldermeade Farm, 4385 South Gippsland Hwy, Caldermeade VIC 3984 Australia. All returns shipping fees and postage are made at the customers expense.

## Faulty or wrong products

If the product is faulty or is not the product you ordered please contact Meade Farm (email: [info@caldermeadefarm.com.au](mailto:info@caldermeadefarm.com.au) or telephone +61 3 5997 5000) within 14 days of receipt of your order.

## Goods damaged in transit

Meade Farm takes great care in packaging your purchase. If your purchase is damaged in transit in Australia you will need to contact us via email or phone within 14 days of receipt of your order.

If your purchase is damaged in transit overseas you will need to take the item (s) purchased and the packaging to your local post office and obtain a "Damage Report" (Indemnity Report). Send us a copy of the "Damage Report", "Order Confirmation" and any digital photographs.

## Method of refund

Meade Farm will refund to your credit card, Paypal account, or to your bank account by direct deposit.

\*RETURN FORM

Item to be returned	
Quantity to be returned	
Reasons for return (faulty/wrong products, goods damaged, I changed my mind etc)	
Your signature	