Generic Shipping Policy template

# **Shipping Policy**

Thank you for visiting and shopping at Healing Art TCM Clinic. Following are the terms and conditions that constitute our Shipping Policy.

## Domestic Shipping Policy

**Shipment processing time**

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

**Shipping rates & delivery estimates**

Shipping charges for your order will be calculated and displayed at checkout.

|  |  |  |
| --- | --- | --- |
| **Shipment method** | **Estimated delivery time** | **Shipment cost** |
| AU Post Domestic Standard | 3-6 business days | Free Shipping for orders over $50 |
| AU Post Domestic Express | 2-4 business days | From $12.30 |

Delivery delays can occasionally occur. We also offer international shipping service, feel free to ask us about the fees as it varies according to the destination.

**Shipment confirmation & Order tracking**

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

**Customs, Duties and Taxes**

Healing Art TCM Clinic is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

**Damages**

Healing Art TCM Clinic is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

## Returns & Refund Policy

Thanks for shopping at My Site (change this).

If you are not entirely satisfied with your purchase, we're here to help.

**Returns**

Returns You have 30 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

**Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

**Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable unless we are responsible for the return (eg. The product(s) have a major failure, such as being faulty or wrongly described or wrong product(s)).

**Contact Us**

If you have any questions on how to return your item to us, contact us.