



# Olivine Honey

## Shipping policy

All orders are processed within 1 business day (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped. All items are shipped at the earliest opportunity, usually within 2 business days (excluding Special order items)

## Domestic Shipping Rates and Estimates

***For calculated shipping rates:*** Shipping charges for your order will be calculated and displayed at checkout.

## Local delivery

Free local delivery is available for orders over \$200 within 60Km of Willaura. For orders under \$200, we charge \$50 for local delivery.

Deliveries are made from 10am and 6pm on Mondays. We will contact you via text message with the phone number you provided at checkout to notify you on the day of our arrival.

## In-store pickup

You can skip the shipping fees with free local pickup at our store, The Hive 68 Main st Willaura. After placing your order and selecting click and collect at checkout, your order will be prepared and ready for pick up within 1 business day. We will send you an email when your order is ready along with instructions.

Our in-store pickup hours are 9am to 5pm on Monday to Friday.



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## International Shipping

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

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. Olivine Honey is not responsible for these charges if they are applied and are your responsibility as the customer.

## How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 14 days of receiving your shipping confirmation email, please contact us at [sales@olivinehoney.com.au](mailto:sales@olivinehoney.com.au) with your name and order number, and we will look into it for you.

## Shipping to P.O. boxes

We **DO NOT** ship to P.O boxes