

MANSFIELD SWEETS

SHIPPING & RETURNS

DELIVERY FEES

A flat fee of \$10 per order is charged which covers postage and handling. For express delivery, a \$17.50 flat fee will apply.

STORE PICKUP

Mansfield Sweets also allow for Store Pickup. Our store address is 91 High Street Mansfield Victoria 3722. NOTE Please allow 24 hours from your order and wait for notification before pickup of your order. You will need to provide your order confirmation number and ID.

Store hours:

Mon-Fri 9:30am–5:30pm

Sunday 9:30am–5pm

GENERAL DELIVERY TERMS

Mansfield Sweets takes great care with your order to ensure it arrives in excellent condition. We supply and despatch our products to addresses in Australia through the AusPost Standard eParcel Service. Deliveries will be despatched Monday – Thursday.

ESTIMATED DELIVERY TIMES

Deliveries to capital cities will usually be delivered within 2 – 4 business days, excluding Perth and Darwin which will usually be delivered within 4-6 business days. Deliveries to remote regional and outlying areas and to addresses in remote Western Australia, islands off the coast of Tasmania, Far North Queensland and the Northern Territory may take between 9-26 days. Shipping times may be affected by public holidays and peak delivery periods. Orders placed after 12.00pm on Thursday will be held until Monday morning to avoid extended transit and storage in potentially hot warehouses over the weekend. During periods of extreme weather, we will hold your parcel and you will be contacted if this is the case. You will be send a tracking number for your parcel. Please contact us if there are any issues with your parcel when it arrives.

LOSS AND DAMAGE

All risk of loss or damage to the goods passes to the customer once goods are dispatched. If an order is lost in transit, orders will not be replaced until the original order has been located and returned to Mansfield Sweets. Mansfield Sweets cannot accept liability for any loss or damage due to late delivery. Australia Post cannot take responsibility for products that may have been affected by temperatures and deliveries that haven't met their delivery service standards.

DELIVERY ADDRESS

It is the obligation of the customer to ensure the recipient's delivery address is correct. Failure to provide the correct delivery details may result in incorrectly delivered goods or undelivered goods without compensation. We accept no liability for incorrectly delivered or undelivered goods.

ADDRESS TYPES

For business and institutional addresses, we accept no responsibility for delivered items that are redirected to other departments or areas.

REFUND POLICY

Mansfield Sweets handles refunds and returns in accordance with Australian Consumer Law. If you are in any way unsatisfied with your product, please contact us so that we can work with you to find a solution.