

## SHIPPING POLICY

Thank you for visiting and shopping at KINGDOMES LEISURE PTY LTD. The following information sets out the terms and conditions that constitute our Shipping Policy.

### 1. Processing your Order

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

### 2. Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping.

After your payment is authorised and verified, all orders are processed within 28 days. 28 days includes but is not limited to custom orders of all Kingdomes' goods. We will contact you for some reason if there are any delays.

### 3. Shipment Locations

#### 3.1. Domestic and International

KINGDOMES LEISURE PTY LTD ships domestically as well as internationally. If you have a question about domestic or international deliveries, please contact us at [info@Kingdomes.com.au](mailto:info@Kingdomes.com.au).

### 4. Shipment rates and delivery estimates

We endeavor to get your order to you as soon as possible. Once your order is placed, an estimated delivery time will be provided to you. Delivery times are estimates and commence from the date of shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order. As a guideline however, we ask our clients to factor in a 2 month shipping time on custom orders. This is on rare occasion, however there are factors (such as weather, shipping delays and COVID restrictions) which can delay package arrival.

### 5. International Customs, Duties and Taxes

All orders shipping to a destination outside of Australia are subject to the import duties, fees, and taxes of the destination country. Delays in delivery may occur if your package

is randomly selected by your country's Customs Department. KINGDOMES LEISURE PTY LTD is not responsible for any possible customs and taxes applied to your order. We have no control over the process or additional charges associated with the delivery and importation of your order (package) into your country. We do not benefit in anyway from these chargers and we work very closely with our brokers and carriers to ensure as few delays as possible. All fees imposed during or after shipping are the responsibility of the customer. You agree that you are responsible for any duty, taxes, and custom requirements or other like taxes, fees, levies, costs or expenses associated with importing products you purchase from us and shipping them internationally.

## **6. Damages**

If there is any damage to the packaging on delivery, contact us immediately at [info@kingdomes.com.au](mailto:info@kingdomes.com.au).

## **7. Missing or Lost Package**

There are several reasons why a package gets lost or becomes a deliver exception. We've found that, more often than not, the package is either in the building or with a neighbour. KINGDOMES LEISURE PTY LTD politely requests that customers look in common courier hiding spots. Please take a look around and let us know if you find it. If you haven't located your order, please contact us at [info@kingdomes.com.au](mailto:info@kingdomes.com.au) to report missing or lost packages.

## **8. Questions**

If you have any questions about the delivery and shipment of your order, please see our FAQ page, <https://www.kingdomes.com.au/faq>, or contact us at [info@kingdomes.com.au](mailto:info@kingdomes.com.au).