

Shipping policy

Important note:

All pricing are in Australian dollars – AUD\$

Orders CANNOT be amended once placed.

Due to all orders being made by hand and one by one following your orders and/or specific requirements, please ensure you choose carefully and triple check your order prior to checking out.

No orders will be refunded or amended once placed.

Delivery time:

We will start organising and creating your MaWi Australia design after receiving your order. The usual turnaround for your package to arrive once ordered is 10 days.

Australian orders:

Standard postage – Australia Post – \$10

Express postage – Australia Post – \$15

All other countries:

Express postage – Australia Post – Flat rate of \$35

Please note :

Due to the current Covid-19 situation and delays sometimes occurring within Australia Post and carriers, outside of our control, once your order is in the hands of the postal system, we have no control over delays; so should delivery be held up, please be patient with us, and contact your local postal system for further information on your tracking. We can only give you the information provided on your tracking

Refunds:

MaWi Australia does not issue refunds if parcels are late, or have been sent back because they have been failed to be collected.

It is up to the receiver to ensure they have stated the correct delivery address, and are available for the delivery of the parcel or have contacted their local post office to arrange pickup.

If several attempts have been made and the item is sent back to us, the receiver is responsible for postage charges back to them.

Refunds are not applicable on postage or items costs.

International packages sent back, will incur a further \$25 postage fee to be resent.

Damaged parcels:

If your packaging is open or damaged upon receipt, the receiver is required to take this up with the postal system IMMEDIATELY, to ensure they are correctly compensated.

MaWi Australia is not liable for damaged packages or missing items if the correct procedure is not followed by the postal system, the carrier and/or the receiver.

International orders:

Please check duties and taxes applicable in your country.

Whilst this is not always the case, we cannot guarantee that charges are not applied for some orders over your countries threshold.

MaWi Australia is not liable for duties and taxes, this is the responsibility of the purchaser, and should you refuse to accept a parcel due to duties owed and it is sent back, we will not offer refunds.