

CUSTOMER CARE

SHIPPING INFORMATION

Delphine The Label is pleased to offer complimentary Registered Express Post for all orders over \$250 with an expected delivery time of 1-2 business days.

We also offer a flat rate of \$10 Registered Express Post in Australia for all orders under \$250 with an expected delivery time of 1-2 business days.

We process and ship all orders next day provided they are placed before 2pm Australian Eastern Standard Time. This is with the exception of weekends- all orders placed on a weekend will be processed the following Monday. We take great care in packaging items, and all pieces are inspected for flaws and defects before they are sent.

We ship all orders using either Australia Post or other reliable private couriers.

You will receive shipping confirmation via e-mail once we have packaged up and sent your order. A tracking number will also be provided, if applicable, with which you can follow the progress of your shipment.

If you have any issues with delays or damage to items in transit, Delphine The Label recommends contacting Australia Post or the relevant courier, as they will be best equipped to assist you with your enquiry.

We are also happy to offer International Registered Express Post shipping at a flat rate of \$15 for New Zealand, \$20 for Asia, and all other Countries at a flat rate of \$30. All international orders have an expected delivery timeframe of 7-10 days. We advise all international customers to be aware of local customs duties or taxes before ordering, as you will be responsible for any associated delivery fees.