

## SHIPPING POLICY

Thank you for visiting and shopping at Rocky River Mining. 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 5 business days. . We will contact you for some reason if there are any delays.

### 3. Shipment Locations

#### 3.1. Domestic Only

Rocky River Mining does not ship internationally at this time. We ship domestic only - anywhere in Australia .

### 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 deliver time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

#### (a) Standard Shipping

The order will arrive within ..... business days.

Standard Shipping costs .....

Note: Subject to placing your order before specific cut-off times.

#### 4.1. Please note:

- (a) Business day means Monday to Friday, except holidays.
- (b) Orders are not shipped or delivered on weekends or holidays.
- (c) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.
- (d) Products may be delivered in separate shipments.
- (e) When placing your order, we consider these factors when calculating the Estimated Delivery Date:
  - (i) Transit Time: The amount of time it takes your order to leave our distribution centre and arrive at the local delivery carrier.

- (ii) Weight factor: Shipping costs are based on the weight of your order and the delivery method. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed.
- (f) We will not be responsible for wrong shipping address if you provide incorrect information.

## **5. Tracking Options**

Rocky River Mining aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package.

### **5.1. Domestic Only**

All orders delivered within Australia automatically have tracking.

## **6. International Customs, Duties and Taxes**

## **7. Damages**

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

## **8. 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. Rocky River Mining 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@rockyrivermining.com.au](mailto:info@rockyrivermining.com.au) to report missing or lost packages.

## **9. Questions**

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