

Sutton Farm Equestrian Centre Pty Ltd

SHIPPING POLICY

We have made our delivery as easy and cost effective for our customers as possible.

We have two delivery options available. You can elect to pick your items up from the office at Sutton Farm Equestrian Centre or you can elect delivery is a flat rate on items you purchase and for your convenience we deliver via Australia Post to anywhere in Australia. The estimated delivery times are calculated on business days (Monday - Friday excluding public holidays).

Sutton Farm Equestrian Centre aims to deliver within 5 working days of your order being placed however deliveries to WA, far north QLD, NT and remote country areas may take up to 10 business days. Please note we cannot ship goods to addresses outside of Australia.

Sutton Farm Equestrian Centre is committed to providing exceptional customer service and quality products. We endeavor to make sure that all products listed on our website are currently in stock and pricing is true and correct. In the unlikely event that an ordered item isn't available or we are unable to fulfill your order, we will notify you within 2 business days to arrange a backorder or a full refund.

We cannot take responsibility for items that are lost or stolen during shipping; however, we will do our best to take the issue up with the delivery company and achieve a fair outcome for the customer.

By utilising Australia Post you agree that:

Australia Post may or may not obtain or require your signature on delivery of your parcel, and that it may leave parcels at your delivery address, either in the delivery location requested by you or some other safe location selected at Australia Post's sole discretion, without obtaining a signature from any person; and, if your parcel is delivered in the manner described in paragraph above, the parcel will be deemed to have been delivered at the time the parcel is scanned as delivered and left at the delivery address.

To the maximum extent permitted by law, we shall not be liable to you or to any other person for any loss or damage that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the loss or damage to any parcel, including, but not limited to:

- A. where it is left at the delivery address in any location as requested pursuant to this Service;*
- B. where it is left at a delivery address in a manner that is inconsistent with the delivery instructions specified in the request for the Service; or*

- C. *where it is not left at the delivery address, and requires collection from a Post Office; except to the extent that such loss or damage as a direct result of our fraud or willful misconduct.*