

# SHIPPING AND RETURNS POLICY

## *Delivery*

Kiss Chocolates offers Australia wide shipping, calculated based on the weight of each individual order at checkout. Delivery within Australia is 2-7 working days (excluding Saturdays and Sundays, Public Holidays), depending on delivery location.

During peak periods such as Christmas, Easter, Valentine's Day, Mother's Day and Father's we highly recommend all orders be placed as early as possible to avoid disappointment. During these peak seasons Kiss Chocolates may choose to stipulate cut-off time frames for orders.

Kiss Chocolates cannot accept responsibility if the following circumstances arise:

Incorrect or incomplete delivery address is provided.

Access to the delivery address cannot be gained (ie. Locked gates, unsafe due to dogs etc)

Kiss Chocolates will not be held responsible for any loss or damage to products that have been left unattended. We highly recommend you provide us with alternative delivery instructions when placing your order if the intended recipient will not be at the delivery address so to prevent any incidents from occurring.

You agree that late delivery does not constitute a failure of our agreement, and does not entitle you to cancellation or refund of an order.

### ***Transit Damage***

Our delivery service is undertaken by either Australia Post or our selected couriers. Once our packages leave our warehouse and are in transit we have little control over them and the handling of the products contained within. Our couriers are reliable and are respectful of the products they are delivering, but in the rare event your packaged products get damaged, please [contact us](#) 07 38903411 ASAP so that we can investigate with the couriers and if applicable arrange for a replacement to be delivered. All damaged products must be reported within 24 hours of receiving. All damaged products will be required to be returned to Kiss Chocolates where they will be assessed before being replaced.

### ***Cancellation and Refunds***

Unfortunately we are unable to offer a refund unless the goods delivered are damaged in transit (refer above).

In the event when Kiss Chocolates are unable to supply the order on the agreed date due to unforeseen circumstances (for reasons including, but not limited to, illness, accident, injury, or bereavement), we reserve the right to cancel the order and will provide you with a full refund.