

Terms and conditions of use of this website.

### Shipping and Delivery

Currently all Australian orders are shipped through Australia Post and usually arrive within 3 to 5 Business Days. Some orders can take up to 10 Business days depending on where they are being shipped to.

#### Delivery Costs and Calculations:

Shipping is free of charge within Australia only. We currently do NOT ship to locations outside Australia.

### Shipping Terms

Most orders are normally processed and shipped on the same day. Please note that a small number of orders may require extra processing time and are shipped the following business day. If you order an item that is sold out, we will attempt to contact you immediately and arrange for an alternative product or a refund.

### Returns Policy

Goods will only be accepted for return providing the following conditions are met:

- A return authorisation and a copy of the invoice MUST accompany any goods being returned. This authorisation can only be obtained by [contacting us](#) first.
- Only goods listed in the return authorisation will be accepted.
- Our carrier will not accept goods for return without prior authorisation.
- Cartons should be clearly addressed to Snowbird International with the Order/Invoice number clearly visible on the outside of all cartons. No other address labels should be visible.
- Items returned MUST be in saleable condition and returned WITHIN 14 DAYS OF INVOICE DATE.
- Please ensure that all items are returned in their original packaging, otherwise a 10% surcharge will apply.

### Refunds

In the exception that a customer would like a refund for the item/s, we may offer a refund however it will incur a restocking fee of 20%. (NOTE: Initial shipping costs are not refundable).

In this case you will need to request a Return Authorisation Form by [contacting us](#) first. Once we have received your completed RA form, we will reply with a RA Number and details of where to return the item. You should only proceed to send the item back, once we have authorised it. Refunds/Replacements will not be given for damaged packaging.

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