

## Shipping Policy

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We use the services of Australia post or a courier to provide the best means of transportation for your ordered item depending on the nature of the item.

We recommend allowing between 3-8 business days from the time your order is placed until you receive the order provided item/s ordered are in stock. For compounded prescription items, we aim to post or deliver products to you at the delivery address nominated by you, within the timeframe indicated by us at the time of your order. This may vary depending on the time required to prepare the compounded medicine.

We will take all necessary measures to ensure that cold medicines are transported appropriately.

If we cannot fill any order you have placed, we will be in contact to discuss your options which may include a full refund if appropriate.

We will aim to let you know if we expect to be unable to meet our estimated delivery date. However, to the extent permitted by law, we will not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.

**Courier items:** You must ensure that you are able to take delivery of the product at the time reasonably specified by us. If you have specified an "Authority to Leave" instruction, we will aim to leave the order at the address advised by you at the time of purchase. If you are not available to receive the order and have not left instructions to leave the item, the couriers may leave a card giving you instructions on either re-delivery or collection from the carrier. If the item is a Schedule 8 Controlled Drug, you must be available to receive and sign for the item. We cannot accept an "Authority to leave" instruction for medicines in this category.

Please note that it might not be possible for us to deliver to some locations. If this is the case, we will inform you using the contact details that you provide to us when you make your order, and arrange for cancellation of the order or delivery to an alternative delivery address.