

PURCHASE & SHIPPING TERMS

Thank you for shopping with Snotty Noses. We trust that you have enjoyed your shopping experience with us and we look forward to offering you new and exciting products in the future.

We would like you to read our Purchase & Shipping Terms carefully to ensure that you are fully aware of your rights when purchasing items (**Items**) via the Snotty Noses website (our **Website**).

Your order signifies your agreement to be bound by these Purchase & Shipping Terms, which constitute the agreement between The Trustee for Klein Family Business Trust trading as Snotty Noses Australia A.B.N.20 803 630 205 (we, us, our, or Snotty Noses) and you.

PURCHASES

You must provide complete and accurate details at the time of making your purchase. You may be required to provide additional details upon our request to ensure the accuracy of your order.

You must enter the correct delivery address and delivery instructions at the time of placing your order. If you enter an incorrect address, Snotty Noses is not obliged to re-send the order to the correct address at our own expense. Please [email](#) us immediately if you submit your order and then realise that you have entered an incorrect delivery address or delivery instructions.

PURCHASE PRICE

All prices quoted on the Website, or pursuant to any enquiry that you may make with us, are in Australian Dollars (AUD) and include GST.

We reserve the right to vary the prices displayed on the Website from time to time and without notice to you.

Our prices do not include insurance or any secondary attempts to deliver Items to you.

PAYMENT

Snotty Noses accepts payment via PayPal, credit card and Afterpay.

After you make payment for your order, you will receive a transaction confirmation email, which confirms receipt of your order.

In the event that Snotty Noses does not receive cleared funds after 48 hours of you submitting your order, we will email you at the email address nominated in your order to communicate about your payment.

SECURITY

We recognise that protection and safety of information relating to your credit card is very important. Therefore, we provide you with a very safe and stress-free online shopping experience.

We do not store your credit card details at any time so consumer confidence and satisfaction is assured at all times.

PROCESSING OF ORDERS

Orders made via our Website **before** 12pm (Queensland Time) will typically be processed on the same day of the order being placed. Orders made via our Website **after** 12pm (Queensland Time) will typically be processed the following business day.

If you place an order via our Website on a weekend or a Queensland public holiday, then your order will be processed on the following business day.

PRODUCT LIABILITY

You must only use Items purchased from us for their intended purpose. We cannot and will not be responsible for any misuse of the Items, or any harm or damage done suffered by you, as a consequence of not using the Items for their intended purpose.

SHIPPING

Order pick-up

You may pick up your order from us. We will provide you with address details for collection, via SMS, when your order is ready to be picked up.

Within Australia

Shipping within Australia will be via Australia Post, Sendle, Couriers Please or Fastway Couriers.

Delivery to post office boxes is only available when shipping via Australia Post.

International

We do not ship outside of Australia at this time.

DELIVERY TIMEFRAMES

We cannot guarantee delivery times and it depends on distance from Snotty Noses office in Brisbane. However, you should receive your delivery within the following timeframes:

- **Standard Australia Post:** Between one (1) and eight (8) business days.
- **Express Australia Post:** Between one (1) and two (2) business days.
- **Sendle:** Between one (1) and eight (8) business days.
- **Couriers Please:** Between one (1) and eight (8) business days.
- **Fastway Couriers:** Between one (1) and eight (8) business days.

However, there may be times where shipping will take a little longer (for example, during peak times such as Christmas). We will notify you if this is to be the case. If you have not received your Items within our suggested timeframes, please [email](#) us your full name and order number and we will investigate on your behalf.

Delivery of your order may also be delayed if you provide us with an incorrect delivery address. For example, if you provide us with a PO Box, rather than a physical address.

CANCELLATION OF ORDERS

Snotty Noses may cancel your order, if for any reason, we are unable to provide you with the Items subject to your order. We will contact you should this occur.

You will not be entitled to claim any additional amounts or seek compensation for any loss, expense or damage (either direct or consequential) or for any loss of time or inconvenience, which may result from such cancellation.

You are not permitted to cancel an order, unless expressly agreed to, in writing, by Snotty Noses.

ITEMS MISSING FROM AN ORDER

Should any Item be missing from an order, please [email](#) us with the order number and the item code or product name of the Item you ordered, and we will make the appropriate investigations. However, Snotty Noses will not be held responsible for lost or damaged items.

REFUNDS AND RETURNS

Any requests for a refund will be handled in accordance with our [Refunds & Returns Policy](#).

CONSENT

By agreeing to these Purchase & Shipping Terms, you also consent to receive further electronic communications from us in relation to the Snotty Noses business, including information relating to items, competitions, promotions, special offers and any other commercial message. Of course, you may [email](#) us to unsubscribe at any time.

GOVERNING LAW

The laws of Queensland govern these Purchase & Shipping Terms.

ENQUIRIES

Please [email](#) us if you have any questions about our Purchase & Shipping Terms.

Purchase & Shipping Terms last updated 17 March 2018.