

## NCC Shipping Policy

Thank you for visiting and shopping at [customcompounding.com.au](http://customcompounding.com.au).

Following are the terms and conditions that constitute our Shipping Policy.

## Domestic Shipping Policy

### Shipment processing time

All orders are processed within 24 hours of receiving them. After the order is processed, shipping takes 1 business day and then the order will be sent out.

*Orders are not shipped or delivered on weekends or public holidays.*

If we are experiencing a high volume of orders, shipments may be delayed and we will endeavour to contact you if this is the case. Once your parcel is consigned in our shipping system, you will receive an SMS message and email. Keep this email handy as it will assist you in track the product.

After the parcel leaves our business it is the responsibility of the freight provided to deliver on time, please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email.

### Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Area	Estimated delivery time	Shipment cost
Fastway Couriers	Gold Coast	1 business days	\$10 (A5 satchel)
Fastway Couriers	Northern NSW, Brisbane & Sunshine Coast	1-2 business days	\$10 (A5 satchel)
Fastway Couriers	National	Varies - visit <a href="http://fastway.com.au">fastway.com.au</a>	\$10 (A5 satchel)
Australia Post <b>Standard</b> Parcel	National	Varies - visit <a href="http://auspost.com.au">auspost.com.au</a>	\$15 (A5 satchel)





Australia Post <b>Express</b> Parcel	National	Varies - visit <a href="http://auspost.com.au">auspost.com.au</a>	\$20 (A5 satchel)
TNT Express – <i>Next day Guaranteed</i>	National	1-2 business days	\$30 (A5 satchel)

*Delivery delays may occasionally occur. Please follow the tracking number that has been provided to you electronically.*

## Shipment to P.O. boxes

[customcompounding.com.au](http://customcompounding.com.au) ships to addresses within Australia & New Zealand. If you require shipping internationally please email [admin@customcompounding.com.au](mailto:admin@customcompounding.com.au) and we can prepare you a quote before proceeding with the order.

## Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

## Customs, Duties and Taxes

[customcompounding.com.au](http://customcompounding.com.au) is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

## Damages

[customcompounding.com.au](http://customcompounding.com.au) is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

## Returns Policy

Our [Return & Refund Policy](#) provides detailed information about options and procedures for returning your order.



## International Shipping Policy

### Shipment processing time

All orders are processed within 24 hours of receiving them. After the order is processed, shipping takes 1 business day and then the order will be sent out.

*Orders are not shipped or delivered on weekends or public holidays.*

If we are experiencing a high volume of orders, shipments may be delayed and we will endeavour to contact you if this is the case. Once your parcel is consigned in our shipping system, you will receive an SMS message and email. Keep this email handy as it will assist you in track the product.

After the parcel leaves our business it is the responsibility of the freight provided to deliver on time, please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email.

### Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Area	Estimated delivery time	Shipment cost
TNT	International	Varies – visit <a href="http://tnt.com">tnt.com</a>	Varies – NCC team will provide quote
DHL	International	Varies – visit <a href="http://dhl.com">dhl.com</a>	Varies – NCC team will provide quote
Australia Post <b>Platinum</b> Parcel	International	Varies – visit <a href="http://auspost.com.au">auspost.com.au</a>	Varies – NCC team will provide quote

*Delivery delays may occasionally occur. Please follow the tracking number that has been provided to you electronically.*

### Shipment to International P.O. boxes

[customcompounding.com.au](http://customcompounding.com.au) cannot ship to International PO Boxes. The provided address must be a residential address with personal contact number and email.





## Shipment confirmation & Order tracking

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## Customs, Duties and Taxes

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## Damages

[customcompounding.com.au](http://customcompounding.com.au) is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

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