



Contract

When you purchase a New Mummies Boxes product, and tick the box that says 'I understand and accept the terms and conditions', you become legally bound by these terms and conditions. Please do not proceed and purchase a New Mummies Gift Box, until you have read, understood and accepted the terms and conditions.

Prices

We reserve the right to change prices without notice. All prices do not include Goods and Services Tax (GST).

Delivery

New Mummies Boxes are deliverable within Australia only, to most states and territories (except NT)

Packages are delivered Monday to Friday, within 2 to 5 working days from the date on which the order was processed. It may take longer for remote areas. Orders placed on Thursday or Friday will generally be delivered the following week.

New Mummies Boxes does not deliver on weekends or public holidays.

Deliveries to a business address usually occur between 9am-5pm AEST. Deliveries to a residential address usually occur between 8am-5pm AEST.

Please refer Delivery Charges for freight prices of every package.

New Mummies Boxes does not deliver to PO boxes.

How are deliveries made?

The recipient will be required to sign for the package at the time of delivery to ensure safe arrival. If no one is available to sign for the package, it will be returned to the courier dispatch depot. A note will be left by the courier company at the place of attempted delivery, and the recipient will be required to contact the courier company's depot, using the details provided, to arrange a new delivery time.

Delayed Deliveries

If New Mummies Boxes receives notification from the courier company that your delivery will be delayed, we will advise you as soon as possible.

If you are purchasing a package as a gift to be delivered to someone else, please make sure you have provided your own contact email and daytime phone number. This will allow us to contact you if there is problem with the delivery or address details.

Refund and Exchange Policy for New Mummies Boxes packages

Please select your item carefully. We do not give refunds nor do we exchange gift boxes if you simply change your mind, make a wrong decision or if your circumstances change such that you no longer require the goods. New Mummies Boxes are not redeemable for cash.

You can choose between a refund, replacement of an identical gift-exchange:

- where goods are faulty*
- have been wrongly described
- are different from a sample shown to you, or
- do not do what they are supposed to.

*Faulty or Damaged Goods

If you have received an item which is damaged or faulty, please notify us immediately and within 3 days of receiving the goods on Sharlene – 0431 705 009 Lyn 0400 008 058, from Monday to Friday between 8.00am and 5.00pm (AEST). Alternatively you can email us at info@newmummiesboxes.com.au and your email will be answered within 3 business days.

If individual items within your New Mummies Box arrive faulty or damaged we will replace the individual faulty/damaged items.

If the entire package arrives damaged, we will either refund the customer the full amount of the purchase, send a replacement of an identical good, exchange the good for another good of equal value.

What happens if we send the wrong product?

Contact us immediately and within 3 business days on Sharlene – 0431 705 009 Lyn 0400 008 058, from Monday to Friday between 8.00am and 5.00pm (AEST). or via info@newmummiesboxes.com.au and we will arrange delivery of the correct package.

Stock Availability

All New Mummies Boxes stock is subject to availability. If an item within a package is unavailable, New Mummies Boxes will substitute this item with one of equal value and with a degree of quality as close as possible to the unavailable item.

If an entire package is out of stock, New Mummies Boxes will contact you to arrange an alternative package to be sent.