

## **Refund & Shipping Policies – Frosty Boy**

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Any Order for Products made via the Website will be deemed to be made in accordance with our current Standard Terms available on our Website or otherwise on request (**Standard Terms**) and our Website Terms, both available on our Website. Any capitalised terms used in this document shall have the same meaning as in Standard Terms.

### **1. Refund Policy**

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In respect of Orders placed via our Website, the below refund policy will apply. Of course, nothing in this policy limits your rights under the Australian Consumer Law.

#### **Process for Refunds**

The effect of this policy is that if any of the Products the subject of an Order are defective, damaged or otherwise not supplied in accordance with the Standard Terms, then you will need to notify us of the relevant issue and to request a refund in accordance with our Standard Terms.

To start a refund under this policy, you must notify us via email at [info@frostyboy.com](mailto:info@frostyboy.com) and provide us with images where practical. You will also need to provide us with a receipt or other reasonable proof of purchase.

To be eligible for a refund, we may require you to return the Products to us (if we ask you to do so). If we require the Products to be returned, we will send you a return shipping label, as well as instructions on how and where to send your package. Products sent back to us without first requesting a return may not be accepted. Where we have requested a return of Products, to be eligible for a refund, the Products must be in the same condition that you received it and in its original packaging (where possible). At our discretion, we may process a refund without the Products needing to be returned.

#### **Damages and Issues**

Please inspect your Order upon receipt and contact us immediately if the Product is defective, damaged or if you receive the wrong Products, so that we can evaluate the issue and make it right.

#### **Exceptions & Non-Returnable Products**

Certain types of Products cannot be returned, such as custom products (such as special orders or personalised items) or perishable food items. We also do not accept returns for hazardous materials, flammable liquids, or gases. However, where you are entitled to a refund or replacement of such items under the Australian Consumer Law, we will arrange for such refund or replacement and advise you of the process in that regard.

#### **Refunds**

We will notify you if the refund is approved. If approved, you will be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process the refund. If you would like to purchase a replacement Product, then please place another Order with us in accordance with our Standard Terms.

### **2. Shipping policy**

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#### **Fulfilment**

Orders are typically dispatched within 5 Business Days from the date we accept the Order. However, we do not ship Products on all days of the week, and the shipping time may be adjusted due to public holiday periods in Queensland.

#### **Shipping**

## Refund & Shipping Policy

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Shipping is charged based on the current pricing provided by our delivery providers. You will be able to see the provided rates based on your order. For larger Orders or any concerns about shipping, please get in touch with us via email at [info@frostyboy.com](mailto:info@frostyboy.com) for support.

Please note, that if you do not take/accept delivery of your Order within 48 hours of the time that you are first notified that your Order is available for delivery/collection, the delivery providers may send your Order back to us, in which case you may incur further charges or fees in accordance with our Standard Terms and you will need to place a new order for the Products.

### **Standard shipping time estimates**

While the date of delivery of Products is beyond our control (and we refer you to the provisions in our Standard Terms in that regard), a rough estimate of the standard shipping times will be displayed on the 'check out' page of the Website when placing the Order. For the avoidance of doubt, any delivery dates provided by us are estimates only, and may vary based on delivery conditions beyond our control.

You will receive a tracking number when your Order is shipped.

### **Contacts**

If you have any concerns, please reach us at [info@frostyboy.com](mailto:info@frostyboy.com) and we will be happy to help in any way we can.