

SHIPPING AND SHOP POLICIES

Lead Time

The First Aid Kits are ready to be shipped 1-3 days after payment is received.

Payment

Payment is accepted through Square or PayPal. If you are based in Australia you may pay via Direct Bank Deposit. Details for Direct Bank Deposit are provided upon request to amanda@childrevive.com.au

Legal agreements for Square can be found on their website

<https://squareup.com/au/en/legal/general/ua>

Legal agreements for PayPal can be found on their website

<https://www.paypal.com/au/webapps/mpp/ua/legalhub-full>

Shipping and customs

The First Aid Kit is shipped in a plastic satchel. A plastic outer envelope ensures protection from the elements when the kit is placed inside the satchel.

We ship all orders via standard Australia Post, and include tracking as standard. Express post must be requested by emailing amanda@childrevive.com.au.

We ship within AUSTRALIA only.

If your package does not turn up within the expected timeframe, please check the tracking number. If you have any concerns, contact me.

Shipping costs

There is no shipping cost on First Aid Kit purchases.

Shipping timeline estimates

Please note that this is intended as a guide only and indicates delivery to major metropolitan areas. We can not guarantee delivery timeframes because once your item has been posted it's out of our control and in the hands of postal services.

Standard post: 3-6 business days

Express post: 1-2 business days

Refunds and Exchanges

We want you to be completely happy with your First Aid Kit. If you have any concerns, please contact me within 10 days of receiving your order so we can work out any issues.

Returns for change of mind will incur a 20% restocking fee. You will need to cover the return postage.

If a refund is approved, please package the item carefully and return. We will provide a return address at the time a refund is approved. Once you have returned the item in its original condition, We will process your refund, less the 20% restocking fee.