



Healthy Oz International Pty Ltd T/A B2BAustralia.net

ABN 41 637 828 445

Shipping Policy

We aim to deliver your order quickly and efficiently. Please review our shipping policy below for important information regarding processing times, delivery, and charges.

1. Order Processing Time

- All orders are processed within 1–3 business days (excluding weekends and public holidays).
 - Orders placed after 1700Hrs will be processed the next business day.
 - You will receive a confirmation email once your order has been shipped, along with tracking details (if available).
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2. Shipping Methods & Delivery Times

We offer only standard shipping options:

Shipping Method	Estimated Delivery Time	Cost
Standard Shipping	3–10 business days	\$20
Free Shipping	Orders over \$300	Free

Delivery times are estimates and may vary based on location and external factors.

3. Shipping Areas

- We currently ship within Australia East Coast Only.
 - We don't ship to remote or regional on website. Please contact us for delivery surcharges.
 - We do not ship to PO Boxes or parcel lockers.
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4. Tracking Your Order

- Once your order is shipped, you will receive a tracking number via email.

- You can track your parcel via our courier partner's website (e.g., Couriers Please).
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5. Delays & Issues

While we aim for timely delivery, external factors such as courier delays, weather, or high-volume periods (e.g., holidays) may impact timelines. We are not liable for delays outside our control.

If your order is significantly delayed, please contact us at help@healthyoz.com.au with your order number.

6. Damaged or Lost Orders

- Please inspect your order upon delivery.
 - If the item is damaged or missing, contact us within 24 hours of receipt with photos and your order details.
 - We will investigate and work to resolve the issue promptly.
 - Refer to our Return Policy.
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Contact Us

For shipping inquiries, please contact us:

Healthy Oz International Pty Ltd T/A B2BAustralia.net
help@healthyoz.com.au