
AUSTRALIA DELIVERY AND SHIPPING INFORMATION

.PHOENIX. delivers within Australia using Australia Post delivery services. Goods will be delivered on business days only. We do not offer deliveries on weekend or public holidays.

A signature will be required when your order is delivered; we recommend you provide a delivery address where someone will be available to receive your order and sign for it. If no one is available to sign for your order, Australia Post will leave you a card in your letter box advising you to collect your delivery from your local post office. If you have special instructions relating to the delivery, please make sure you indicate these instructions in the comments section when you're finalising your purchase as you are checking out.

All prices displayed on our website are in Australian Dollars (AU\$) and will be charged in Australian Dollars at the checkout.

POSTAGE COSTS & DELIVERY TIMES

Australian Standard Delivery

AU\$7.95

*3-7 Days

Australian standard delivery postage and handling charges are a flat rate of AU\$7.95 for all orders under AU\$50 per transaction.

For orders over AU\$50 per transaction we offer free standard delivery Australia wide.

Australian Express Delivery

AU\$9.95

*1-3 Days

Australian express postage and handling charges are a flat rate of AU\$9.95 for all orders.

Express delivery is available for Australian delivered orders within a certain network location. Please click hereto view the post codes that qualify for Express Post-delivery. If you live outside of the qualifying postcodes, selecting Express Post will result in the next fastest possible transport link.

For next business day delivery (Monday- Friday) orders must be placed by 12pm (AEST) on any business day (Monday- Friday) and meet the Express Post service conditions. Goods may not be delivered the next day due to circumstances such as adverse weather conditions, strikes etc. For further information regarding the Australia Post terms and conditions surrounding their Express Post service, please refer to the Australian Post website www.auspost.com.au

TRACKING

Once your order is shipped you will receive an email confirmation of your shipping details which will include a tracking number.

If you have an account with .PHOENIX. you will be able to view the status of your order online when you log into your account.

Please click on the following link to track your order once it has been shipped: www.auspost.com.au/track

ORDER SUPPORT & FURTHER INFORMATION

If there is a problem with your order or you would like further information regarding our postage and deliveries, please contact us at:

Australian Residents:

Email: customer.service@phoenixonlinefashion.com.au

Phone: 0431 576 137

For further information regarding Australian Post terms and conditions please refer to the Australian Post website: www.auspost.com.au

.PHOENIX.