

SHIPPING POLICY

Thank you for visiting and shopping at Maxwells Scottish Gifts and Accessories. The following information sets out the terms and conditions that constitute our Shipping Policy.

1. Processing your Order

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

2. Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping.

After your payment is authorised and verified, all orders are processed within 5 working days (unless a bespoke item is ordered, delivery times and terms will be discussed in your call to us). We will make contact you by means of the personal ph or email you have supplied if there is a reason if there may be any delays.

3. Shipment Locations

3.1. Domestic and International

Maxwells Scottish Gifts and Accessories ships domestically as well as internationally. If you have a question about domestic or international deliveries, please contact us at info@maxwellsattire.com.au.

3.2. Shipping Restrictions

Our company does ship to both commercial and domestic addresses.

4. Shipment rates and delivery estimates

We endeavor to get your order to you as soon as possible. Once your order is placed, an estimated delivery time will be provided to you. Delivery times are estimates and commence from the date of shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

5. Express Shipping

The order can be sent Express however we have NO control over the delivery/ arrival time due to Covid delays (Australia only service).

Express Shipping costs, Will depend on size or weight and will be discussed in your call to give you, all the relevant information for you to book the express service you choose to use.

If you require us to find a service on your behalf please be aware this may take longer a time frame as we find the best price and arrival time. Therefore we are not responsible for any delays/holdups or delivery later than you expect.

5.1. Standard Shipping

The order may arrive within 5-7 (Australia only service) business days depending on the time of year and covid delays.

Standard Shipping costs This will depend on size or weight and will be discussed in your call or email to us.

5.2. Please note:

- (i) Business day means Monday to Friday, except holidays.

6. Tracking Options

Maxwells Scottish Gifts and Accessories aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package. Sent to the ph or email address you supply.

7. International Customs, Duties and Taxes

Will be paid by you prior to your purchase leaving Australia in preparation for its arrival at your chosen destination.

8. Damages

If there is any substantial damage to the packaging on delivery, contact us immediately at info@maxwellsattire.com.au or Mob 0450 337 335.

9. Missing or Lost Package

There are several reasons why a package gets lost or becomes a delivery exception. We've found that more often than not, the package is either in the building or with a neighbour. Maxwells Scottish Gifts and Accessories politely requests that customers look in common courier hiding spots.

Please do take a look around, then make a call to the courier company to enquire where the driver left the package. Then let us know if you find it. If you haven't located your



order, please contact us immediately at info@maxwellsattire.com.au or Mob 0450 337 335 to report missing or lost packages.

10. Questions

If you have any questions about the delivery and shipment of your order, please see our FAQ page,...., or contact us at info@maxwellsattire.com.au or Mob 0450 337 335.