

SHIPPING POLICY

Processing & Dispatch

In-stock items are prepared and dispatched within our standard processing time frame.

Items marked as backorder will form part of our next production run.
Please allow approximately 6-8 weeks for production and delivery.

If your order contains both in-stock and backordered items, your order will be shipped together once all items are ready. If you would prefer a split shipment, please contact us. Additional shipping charges will apply.

Shipping Locations

Orders are currently packed and shipped from Townsville, Queensland, Australia.
We currently ship within Australia.

Delivery Timeframes

Delivery times depend on your location and the shipping method selected at checkout.

While we aim to meet all estimated delivery times, delays may occur due to courier services or customs processes.

Shipping Responsibility

Once an order has been dispatched, it is in the hands of the courier. We are not responsible for delays outside of our control, but we will assist where possible.

Incorrect Details

Please ensure your shipping details are correct. We are not responsible for orders shipped to incorrectly provided addresses.

Contact

For any shipping enquiries, please contact:
info@hornedcollective.com