



DRAWN TO KEEP

Shipping Policy



Effective Date: 4th September 2023

Drawn To Keep Shipping Policy

Our Shipping Policy forms part of, and must be read in conjunction with, our [\[Website Terms and Conditions\]](#). It is important that you check your delivery details before completing your order. If any errors occur or issues arise, then these need to be reported to us immediately so that we can investigate.

Shipping Options and Rates

We ship domestically within Australia and internationally. Your orders will be dispatched and posted;

- 'Ready to Ship' Artworks within two days from order date
- For Custom Order- within the timeframe on the date specified on the custom order form

Once dispatched, shipping time will vary depending on the type of shipping selected.

Standard Shipping

Standard shipping parcels are sent via [Australia Post](#) at a cost of \$5.00 for **ready to ship** artworks, custom artworks sized A5 and A4 is \$7.00, and Custom Artworks A3 is \$15.00. Standard shipping takes 3-4 days.

Express Shipping

Express shipping parcels are sent via [Australia Post](#). Express shipping takes **1-2** days.

International Shipping

Drawn To Keep is shipping Australia wide only at this time. International shipping parcels are sent on request basis via Australia Post at a cost to be quoted. Please email hello@drawntokeep.au for inquiries relating to. International shipping.

Additional fees, such as customs duties, taxes, or handling charges, may apply for international shipments. These fees are the responsibility of the customer and may vary depending on the destination country's regulations.

International Shipping and Customs

For international shipments, please be aware that customs regulations, duties, taxes, and fees may apply. These charges are determined by the destination country's customs authorities and are the responsibility of the recipient. It is essential to comply with all customs requirements to ensure smooth delivery and avoid any delays or additional charges.

Please note that we are unable to influence or predict the amount charged for customs duties or taxes. We recommend contacting your local customs office for more information regarding applicable charges for your specific order.

Shipping Restrictions

We strive to fulfill orders to the best of our ability; however, there may be certain shipping restrictions or limitations. Presently, Drawn To Keep is limited to Australia Wide only deliveries. International deliveries will be done on an inquiry and quote basis.



If you have any questions regarding shipping restrictions or if your order falls under any of these limitations, please contact our customer support for further assistance.

Order Processing Time

We strive to process and pack your orders with care and efficiency. Please allow 2-3 days for order handling before they are ready for shipping for 'Read to Ship Artworks'. Custom Artwork orders will be processed within the specified time listed on the order form. Once your order is prepared, you will receive a shipping confirmation email with tracking information.

Tracking and Confirmation

To keep you informed about your shipment's progress, we provide tracking numbers or links for all orders. Once your order has been dispatched, you will receive a shipping confirmation email containing the tracking details. You can use this information to track your package through our website or the carrier's tracking system.

Please note that it may take a short period for the tracking information to become available after the shipment has been processed.

Lost or Damaged Packages

While we take great care to ensure your packages reach you in perfect condition, unfortunate incidents may occur during transit. In the event that your package is lost or damaged, please contact our customer support within 2 days of the expected delivery date. We will initiate an investigation and work towards a resolution, which may include a replacement, refund, or insurance claim in accordance with our [Returns and Refund Policy](#).

Returns and Exchanges

We want you to be completely satisfied with your purchase. If for any reason you need to initiate a return or exchange, please refer to our dedicated Returns and Refunds Policy for detailed instructions. The policy outlines eligibility criteria, timeframes, and any associated restocking fees, if applicable.

Customer Support

We value your satisfaction and are here to assist you with any shipping-related inquiries or issues. If you have questions or need assistance, our customer support team is available. You can reach us via email at hello@drawntokeep.au or by calling 0409881066.

Policy Updates

This shipping policy is subject to change from time to time. Any revisions or updates will be communicated to you through our website or via email. It is recommended to review this policy periodically to stay informed about any modifications.

Disclaimer

Once a parcel has been delivered to your delivery address, we take no responsibility for any damage or theft that may occur. If you will not be present to accept delivery of your parcel or feel that your address is unsafe to leave a parcel unattended, we recommend sending your order to a work address.

Using a Work Address

If you are providing a work address, please always include the level (if a multi storey building) and the name of the company as **Australia Post** will return to sender if you do not make these details clear.



Redelivery due to incorrect or incomplete address

We can redeliver parcels where the address is incomplete, or has been incorrectly provided, however this will incur a delivery charge of \$7.00 for standard registered post or \$15.00 for express post.

Please note that the delivery times specified are approximate and as provided by **Australia Post**. We cannot guarantee these delivery times.

By placing an order with us, you acknowledge and agree to comply with the terms and conditions outlined in this shipping policy.

If you have any questions or require further clarification, please feel free to reach out to our customer support team. We are dedicated to providing you with a positive and seamless shipping experience.

Thank you for choosing **Drawn To Keep!**