



## Shipping Information

Last updated January 14, 2018

### SHIPPING DESTINATIONS

TAMIKA® ships worldwide, excluding Algeria, Albania, Iran, Morocco, Nicaragua, North Korea, Oman, Serbia, Sudan, Syria, Tunisia and Ukraine.

### PROCESSING TIMES

Orders are processed Monday through Friday and are shipped within 24 hours of placement, excluding weekends and public holidays. Tracking information is sent via email on the day that orders are shipped out.

### AUSTRALIAN SHIPPING

We charge a flat rate of \$5 for all domestic orders. We use Australia Post Express Airmail, which provides you with a unique tracking code for your package that can be tracked online. Express Airmail arrives within 1-2 business days from the date your order has been shipped. Free Shipping is valid for orders that total \$80 AUD or more, excluding the cost of shipping and that are being delivered to an Australia shipping address. Free shipping for these orders is automatically applied during the checkout process and orders shipped via Express Airmail.

### INTERNATIONAL SHIPPING

Free Standard International Shipping is valid for orders that total \$200 AUD or more, excluding the cost of shipping and that are being delivered to an international shipping address outside of Australia. Free shipping for these orders is automatically applied during the checkout. For orders under \$200 AUD, shipping is charged at a flat rate of \$15 AUD.

### INTERNATIONAL TAXES AND CUSTOMS CHARGES

International customers may be required to pay sales tax, duty and/or Customs charges. All Taxes and customs charges are the responsibility of the customer and are not included in the cost of the order or shipping charge. Taxes and customs charges differ depending on the country and state of the shipping address. We suggest contacting your local customs office if you are unsure of the applicable taxes and customs fees that are relevant to you. TAMIKA® is not responsible for any additional taxes and customs charges that are requested during the shipment of your order. If you have any questions or concerns regarding import taxes and customs duties, please contact our Customer Care team prior to placing your order.

### ADDITIONAL INFORMATION

If you experience any difficulties while entering your shipping address during checkout or while you are creating an account, please email [shop@shoptamika.com](mailto:shop@shoptamika.com) with your full shipping address and contact phone number before you place your order so that an account can be set up for you.

If a change of address is made directly with your local post office, TAMIKA® will not be held responsible for any lost or misdelivered parcels. Requests for change of address must be made directly with TAMIKA® via our Customer Care contact service prior to your order being shipped.

If a customer error in shipping address is made during the checkout process (eg, incorrect/incomplete address), TAMIKA® reserves the right to charge the full reshipment fee of \$5 AUD for Australian orders and \$15 AUD for international orders (standard international shipping).

TAMIKA® is not responsible for lost or stolen packages or packages delayed in transit. The shipping cost for orders is non refundable.

\*\*\* Please note that the international shipping costs that TAMIKA® provide do not reflect the cost of return shipping from countries outside of Australia. It is the responsibility of customers to enquire about the cost of return shipping from their country back to Australia as this fee is in no way covered by TAMIKA®. For further information, please contact our customer care team at [shop@shoptamika.com](mailto:shop@shoptamika.com)