

## SHIPPING AND RETURNS POLICY

### How Long Will It Take for My Order to Arrive?

**Standard Delivery:** will take approximately 2-4 business days within Queensland and 3-6 business days for the rest of Australia, for your parcel to arrive.

**Express Delivery:** If you need this option, please contact us and we will organise a custom quote depending on the quantity of the product.

**International Delivery:** If you are outside of Australia, please contact us and we will discuss options for shipping internationally.

### How Much Does Delivery Cost?

**Standard Delivery** costs from \$12.50 to \$22.50 per order of Scenario Cards, depending on the number of units ordered.

**Express Delivery** If you need this option, please contact us and we will organise a custom quote depending on the quantity of the product.

### Can I Track My Order?

Any time you place an order online we will send you a confirmation email and SMS message once the order has been paid and processed. You will also receive an email once your item has been shipped. This will contain all the necessary tracking information required to track your purchase. Please contact us if you have not received an order confirmation or shipping confirmation.

### Where will my Order be delivered?

When you place an order, you provide authority to leave items at the address specified in your Order. If the delivery driver deems the area unsafe at their discretion, you will be advised of the next steps of where you can collect your order. If you do not collect your order within a reasonable period of time, your order will be returned to us, and you will need to contact us to make arrangements. We reserve the right to apply further delivery charges.

### Can I Change or Cancel My Order?

Unfortunately, we cannot edit, change, or cancel an order once it has been ordered.

### What happens if my product is faulty?

All of our products are quality checked and faults are unlikely. However, if you believe your product is faulty, please send an email to [info@resiliencesos.com](mailto:info@resiliencesos.com) with details of the fault and we will be in touch.

If the item you've purchased has a minor fault, then we will offer you a refund or replacement (at our election). However, if your item has a major fault then you can choose to either receive a replacement or refund.

Unfortunately, we do not offer a return for a change of mind.

Nothing in our Returns Policy restricts your ability to make a claim that may be available to you for failure to comply with a guarantee under the Australian Consumer Law.