



## **TERMS AND CONDITIONS**

### **SHIPPING AND HANDLING**

All orders are sent from our warehouse within 3 Business Day (Monday-Friday) Standard Postage orders in most circumstances will arrive within 3-14 business days from the time they are scanned at Australia Post. At this time Second Story Salon & Hello Curl only ship within Australia and New Zealand.

All orders are shipped via standard eParcel services with Australia Post.

Our Parcel Flat Rate for Shipping and Handling is AUD\$10 and this is included in your order at checkout.

You will receive a tracking number once your parcel has been processed.

### **SHIPPING TO NEW ZEALAND**

Standard Shipping and Handling to New Zealand is available at a flat rate of AUD\$20. All orders are sent via International Standard Parcel services, through Australia Post. Our free shipping offer is not valid for New Zealand.

Orders usually arrive within 7 to 21 days from the time they have been scanned by Australia Post.

### **ORDER PICK-UPS**

Order pick-ups are welcome, we are located at 59 A Hotham Street Traralgon 3844

### **RETURNS & REFUNDS**

We do not accept returns of any products that have been opened, used or due to "change of mind" due to COVID-19. If an item is missing in your order or you have received the wrong item, please contact us as soon as possible and we'll rectify the error at [hello@secondstorysalon.com.au](mailto:hello@secondstorysalon.com.au). If your order has arrived with leaks, please contact us with at least 3 photographs of your order, within 48 hours of receiving it. We need photographs that clearly show: how the order arrived (showing the leakage on the packaging), the contents from the inside of the product and a photograph that shows the demarcation like of the contents from the outside of the product. Emails requesting resolutions after 48 hours of delivery or without any evidence will be rendered false.

Second Story Salon  
Po Box 713 Traralgon  
Vic 3844  
0490 065 892