



## 1. Shipping and Product Delivery

- 1.1. All shipping and delivery dates are estimates, and any delivery date provided to you by Beelieve Paediatric Therapy is not guaranteed. In addition, weather delays and other unforeseen circumstances may impact delivery time. Beelieve Paediatric Therapy will strive to meet the requirements of your anticipated delivery date. However, Beelieve Paediatric Therapy will not be liable for any losses you suffer due to a delay.
- 1.2. You acknowledge that the Products offered by Beelieve Paediatric Therapy integrate delivery through the use of third party delivery companies (Delivery Service Providers).
- 1.3. Beelieve Paediatric Therapy may provide you with a variety of delivery options offered as part of the Delivery Services by the Delivery Service Providers. You acknowledge and agree that Beelieve Paediatric Therapy is not the provider of these options and merely facilitates your interaction with the Delivery Service Providers in respect to providing the Delivery Services.
- 1.4. Beelieve Paediatric Therapy currently ships domestically across Australia, by the relevant Delivery Service Providers.
- 1.5. In the event that an item is lost or damaged in the course of the Delivery Services, Beelieve Paediatric Therapy asks that you:
  - (a) contact the Delivery Service Provider directly to request a refund; and
  - (b) contact us by sending an email to [admin@beelievepaedtherapy.com](mailto:admin@beelievepaedtherapy.com) outlining in what way the Products were damaged in transit.