

# Delivery and Shipping

## Deliveries within Australia

Please note that orders placed after 11am may not be processed until the following business day.

eParcel post may take up to 5 working days depending on weight and destination. eParcel Express post should arrive the next day except for areas which are designated as 'out of next day service' listings. Stock which needs to be transferred in or is on back order may an extra 5 working days. Shipping costs are calculated on an individual basis during checkout and included in the final amount.

For your protection all parcels within Australia will be sent via eparcel registered mail. Please note that a signature is required for all deliveries via registered post.

## International Deliveries

All international deliveries may be received in up to 7-14 working days depending on the receiving country.

Postal charges for all international shipments is \$24.95.

Lee Mathews Workroom Pty Ltd (LM) is not responsible for any import duty or taxes which may be payable on orders purchased through the LM online website so please check with the Customs Department in your country for more information on customs duties, foreign taxes or other fees which may apply.

## Tracking Your Order

After you make your purchase you will receive an auto-generated email with a tracking number and details on how to track your delivery.

# General

## How to place an order

To place an order, click on to the item you wish to purchase then select first what size you require, then what colour you would like. If there is no stock in the selected size, the colour option will be unavailable.

Enter the quantity of garments you wish to purchase, then click 'Add to bag'. This will bring up a summary of your purchase where you can adjust the quantity, apply any discount codes and get a quote for shipping. Once you have obtained your shipping quote you must select one of the options, then click 'Update total' then 'Proceed to checkout'.

You will then be prompted to checkout as a guest, register your details, or login if you have registered previously and enter your payment details. Please note that this site accepts payment by credit card only. After you submit your details for payment and it has been processed you will receive an auto-generated email with your invoice and order confirmation. Once your stock has been dispatched you will receive another email with your shipping details and tracking number.

## **Out of Stock Items**

If you wish to purchase an item which is listed as 'out of stock' online, please send an email to [Online@leemathews.com.au](mailto:Online@leemathews.com.au) and we will attempt to transfer stock from another store if it is available. For items which are yet to be released, there will be an approximate date listed for when it will become available.

## **GST / Taxes**

A charge of 10% GST is included in the retail price shown.

## **Currency**

All prices are shown in Australian dollars.

## **Lost or Damaged Goods**

If goods are lost or damaged during delivery, please contact us at [online@leemathews.com.au](mailto:online@leemathews.com.au) within 7 working days of placing your order so that we can investigate the surrounding circumstances.

## **Disclaimer**

By accessing and using the LM website, you are consenting to the terms and conditions of this site and the collection of information. LM endeavours to keep the information on the LM website up to date however it may contain errors and inaccuracies and may not be current at time of viewing.

LM does not provide warranties of any kind on any of its products or on any information provided on the LM website.

All Lee Mathews garments are washed or dyed to give a pre-loved feel. Any Irregularities in colour or texture are intentional. Please follow the care label instructions to give your garment the best possible care.

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