

## Shipping and Handling

Misty Threads accepts online payment through PayPal for safe and easy internet ordering.

If you prefer to order by phone, please contact us on 02 6657 1200. We accept Visa, Mastercard and Union Pay. We can also accept payment by electronic funds transfer; goods will be shipped once payment is received. Contact us [add link to contact us] for payment details.

All domestic orders are shipped by standard post with Australia Post, unless you request express post. Postage and handling costs are:

Orders up to \$50 - \$10

Orders \$50 to \$100 - \$15

Orders over \$100 - free postage

Phone us if you would like your goods sent by express post or additional services such as a signature on delivery parcels or extra cover.

We can arrange for your order to be sent by courier. Costs will be determined by individual orders and we will provide a quote before sending.

We are happy to ship goods internationally. Our international contact number is +61 2 6657 1200 or email us at [info@mistythreads.com.au](mailto:info@mistythreads.com.au). Costs will be determined by individual orders and destination. Note that, for overseas customers, 1/11th of the order cost will be deducted as the Australian Goods and Services Tax is not paid on international orders.

To ensure your parcel is safely delivered, please check that your delivery address is correct before you confirm your order. Misty Threads cannot be held responsible for missing goods if an incorrect delivery address is given.

### Repairs, refunds, replacements

Customer satisfaction is very important to us and we ask you to examine all shipments immediately on receipt. If your products are defective or incorrect, notify us either by email ([info@mistythreads.com.au](mailto:info@mistythreads.com.au)) or telephone (02 6657 1200) within seven days of receipt. Please do not return goods without contacting us first.

Misty Threads is unable to accept returns if you have simply changed your mind or you choose the wrong colour. If, however, your goods are faulty, you may return them for a refund or exchange for the same item, depending on availability. Refunds will be processed once the goods are returned to us. All items considered faulty must be returned unused and in the same condition and number as originally sold, and including your customer receipt (original or photocopy). Do ensure the goods are repackaged securely for posting as we cannot offer refunds for goods that are damaged in transit to us.

If you receive goods damaged through transit, it is vital that you keep the damaged packaging that they came in and contact us immediately. Postal insurance is only valid if all the packaging is kept for inspection. Without this evidence, there is no proof that your parcel was damaged in transit.

Please return the goods by regular post and keep the postal receipt. Misty Threads will refund your postage for goods that are faulty but will not accept the return of goods C.O.D.

Cut fabric and haberdashery, books, patterns and knitting wool are non-refundable unless faulty or otherwise don't meet the NSW Fair Trading consumer guarantees.

All prices advertised on this web site and on our written material are subject to change without notice.