



## Shipping and Rates Requested

InnerOrigin despatches products Monday to Friday excluding public holidays. The order cut off time is 1:00pm AEST / AEDT Monday to Friday for same day despatch\*. Any orders received after 1:00pm or on a weekend will be processed on the next business day. At the point your order has been shipped, you will receive an email notification advising your tracking number.

\* orders that consist of product from multiple suppliers may be delayed from time to time by up to 1 business day. You will be notified at the checkout as to whether your order may be slightly delayed as we consolidate it into a single delivery for you.

### Deliveries:

Deliveries will occur Australia wide Monday to Friday excluding public holidays. Please see below table for more specific information in relation to the type of delivery you may require.

| Delivery Location / Type | Feedback  |
|--------------------------|---|
| PO Box                   | Yes, the system will recognise the delivery address and automatically select eParcel as the partner for this consignment  |
| Commercial Building      | Yes, multiple address lines are provided. Please ensure all fields in the checkout are completed correctly.   |
| Authority to Leave       | Yes, please select this from the drop down when setting up your account. Be advised, that the delivery is deemed "received" when delivered. Its always best to have product delivered to a daytime address where you or someone you know can sign for the delivery. |
| Residential              | Yes, if your not home, please await instructions or be sure to check the track and trace information  |
|                          |   |

### Shipping fees:

InnerOrigin provides you with flexibility when it comes to how you pay for your shipping. Regular users should be encouraged by the \$199.00 annual shipping fee\*, or for \$12.95 per order, you have the control to pay as you use.

\*available to Advocates and Customer Members