

MARINE APPAREL & CO – Shipping Policy

1. Processing Times

All orders are packed and dispatched from Sydney, Australia.

Orders are processed within **1–3 business days** (Monday–Friday, excluding public holidays).

During product launches, promotions, or peak periods, processing times may extend slightly.

You will receive a confirmation email with tracking details once your order has been shipped.

2. Domestic Shipping (Australia)

We ship Australia-wide via Australia Post.

Estimated delivery times after dispatch:

- Standard Shipping: 2–6 business days
- Express Shipping: 1–3 business days

Delivery timeframes may vary depending on location and seasonal demand.

Shipping costs are calculated at checkout.

3. International Shipping

We ship internationally to selected countries.

Estimated delivery times after dispatch:

- Standard International: 6–15 business days
- Express International: 4–10 business days

International customers are responsible for any customs duties, import taxes, or clearance fees imposed by their country. These charges are not included in our shipping rates.

4. Order Tracking

Once your order has been dispatched, you will receive an email containing tracking information. Please allow up to 24 hours for tracking updates to appear.

5. Shipping Address Accuracy

Customers are responsible for providing accurate shipping details at checkout.

MARINE APPAREL & CO is not responsible for delays, losses, or additional charges resulting from incorrect or incomplete address information.

If a parcel is returned due to incorrect details, reshipping fees may apply.

6. Delays & Carrier Issues

While we aim to meet all estimated delivery times, shipping carriers operate independently. MARINE APPAREL & CO is not liable for delays caused by:

- Postal service disruptions
- Weather events
- Customs processing
- Public holidays

If your parcel appears delayed, please contact us and we will assist where possible.

7. Lost or Damaged Parcels

If your order arrives damaged or is believed to be lost in transit:

- Contact us within 7 days of expected delivery.
- Provide your order number and supporting photos (if damaged).

We will work with the shipping carrier to investigate and resolve the issue.

8. Contact

For shipping enquiries, please contact:

info@marineapparel.com.au