



### **Shipping:**

All deliveries are secure and trackable through **Australia post**. Once the order is received, it will be sent within 1-2 working days, please allow 2-7 working days for an order to be received in Australia. For orders to New Zealand please allow 7-10 days.

Orders over \$50.00 will receive free shipping.

Orders under will pay a flat rate of \$5

New Zealand shipping is a flat rate of \$15.00.

Express Shipping - If you would like your order shipped to you the very next day after ordering, please use express shipping. The order will need to be placed by 3pm Monday to Friday for the order to be processed that day. Orders placed on Friday after 3pm, Saturday, Sunday and Public holidays will be shipped the next business day. Australia Post has provided next day shipping as an estimate as per there website, from time to time it may be longer and we can't guarantee this. Express Shipping will incur a flat cost of \$15 for any order size.

International Shipping Other than New Zealand - Please email us in regards to this. Hemley does not accept any responsibility for damaged goods incurred by Australia Post.

### **Returns Policy:**

If you are not 100% satisfied with your purchase you are welcome to return the product within 14 days of having received the goods. The product will be in the original and unused condition with all tags attached and can be exchanged for a credit or refund. Refunds will only be for the product and not include postage.

You can also return your items instore for credit, refund or exchange. Please note that in store refunds for items bought online can only be returned Monday to Friday between 10AM and 4PM. Refunds for items bought in store can be made any time the shop is open.

You will need to provide your online tax invoice or email confirmation as proof of purchase.

Manufacturing faults will be assessed case by case and need to be sent back to the supplier for assessment. The length of this process is unfortunately out of our hands

and sometimes can take a while. However we do endeavour to make this process as quick as possible by communicating with the supplier to ensure a timely outcome.

Please email us with your receipt number and a description of the fault along with photos, this potentially may speed up the process.

We always endeavour to keep our stock levels correct but from time to time product may show as available but be out of stock. In this case if you order an item and we are out of stock our customer service team will notify you via email to be offered a credit or refund.

**Gripped Decks** will be excluded for a refund or exchange.

Please send any returns and packing receipt to:

Hemley Online  
257-259 Brunswick St, Fitzroy, VIC 3065,  
Melbourne, Vic.

Phone number:

**Hemley Store** - (03) 9939 6096

**Hemley Skate** - (03) 9419 3121.

Email - [info@hemley.com.au](mailto:info@hemley.com.au)