

# SHIPPING INFO

Our ref: RossCoWebsiteShippingInfo

## **PAYMENT PROCESSING, ORDER PROCESSING & DELIVERY TIMES:**

**Q1: How long after my payment is processed will it take to receive my order?**

A: *Payment processing* takes place 1-5 days after you place your order.

*Order Processing* takes place within 1 day after Payment Processing as we do not process your card until we are about to process your order. The reason for the delay in processing your card until just prior to processing your order is simply one of fairness as we don't believe we should process your card, hold your funds for days before we can commence processing your order.

*Delivery* can take between 1-10 business days (after processing your order) depending on where you live in the world. Your CDs are sent via Australia Postal Service in a cardboard CD Mailer.

**Q2: How do I track the Shipping of my Order?**

A: To minimize your postage costs, Australia Post does not offer a tracking service for CD Mailers through normal service. We will send you an invoice immediately prior to shipping. This is our notice to you that the goods are being shipped same day. If you have not received the goods by the times stated above (allow 2 weeks) contact us and we will track it for you and advise.

For more information on *Our Returns Policy* click the link under the heading *Returns and Refunds Policy* under Helpful Information at the Footer of the RossCo Homepage:

### **Contact Information:**

Adorabella Pty Ltd

International T: (+612) 4871 2766 In Australia T: (02) 4871 2766

M-F 9.30–6pm Australian EST

International F: (+612) 4871 2799 In Australia F: (02) 4871 2799

E: [music@adorabella.com.au](mailto:music@adorabella.com.au)

**Q3. How do I return an Item that has been delivered faulty or incorrectly?**

A: For more information on returning items that have been delivered faulty or incorrectly click the link under the heading *Returns and Refunds Policy* under Helpful Information at the Footer of the RossCo Homepage:

**Duties & Taxes:** Your CD Mailer is sent by Australia Post as a large letter and *may* not attract Duties or taxes. However, you may be subject to duties & taxes upon importation of your order by the Customs Service in your country. In addition you may also be charged sales tax at the local rate to the value of the goods you are importing. All sales taxes & customs policies vary from country to country and we have no control over these charges that authorities may impose and cannot predict what these charges may be or if they will or will not be imposed. Therefore these charges (if imposed) upon your importation are your responsibility. This is normal business practice. Also be aware that your Customs Authorities may open your order for inspection upon entry.

However many smaller valued items do not usually attract the attention of Customs Authorities as they are considered too low in value to warrant the time & cost in collecting any duties for goods that have very low or no duty rates. End.