



Freight & Handling

- 1.1 Orders received before 11.00 am Sydney time are most likely to be dispatched on the same day. Orders received after 11:00 am will be dispatched the next day.
- 1.2 A standard freight & handling fee of *\$20.00 applies to orders under \$700.00 ex GST. For orders above this threshold, the freight and handling are free.
- 1.3 Express delivery can be arranged for an extra \$10.00 in NSW & VIC or \$20.00 in other states.
- 1.4 No delivery or packing is done on the weekend.
- 1.5 The courier company will issue a notification, usually by email or SMS, once the order is sent within 12 hours to alert you of the tracking number once the order has been dispatched.
- 1.6 The standard delivery time is 3 to 5 business days depending on the location.
- 1.7 Unless arranged with the Office Manager, your orders may not be picked up from Vital Plus headquarters
- 1.8 *Fees may vary over time. You will be informed well in advance.
- 1.9 If an incorrect item is received, call Vital Plus within 48 hours. We will sort things out with you. A replacement item will be sent freight free. In addition, any expenses for returning a wrongly packed item will be credited to your account.
- 1.10 When an incorrect item is sent by error, you can keep it with a 50% discount or return it to the address above with your name and salon details. In addition, vital Plus will deduct the freight fee with your next order. Please make sure to notify us immediately by email or by calling us.
- 1.11 When a retail item is received in a damaged box during transit, please take a photo of the parcel and the damaged box. Would you please email the images to the Office Manager (email address above) with your name and salon name? We will arrange a replacement box or product. Alternatively, you can keep the item with a 10% credit.
- 1.12 You can return stock to Vital Plus if the item is no older than six months from its purchase date. Returned stock will incur a 10 to 50% handling fee depending on the state and the item's age. The freight and handling will be at your cost. We recommend that you contact your Educator, who will assist you with this process.
- 1.13 Please make sure that the goods are carefully packed in a box with good protection when returning stock. The return address to Vital Plus is: 2b Best Avenue, Mosman NSW 2088