



Imagine Ideas & Design Pty Ltd
P.O. Box 1695
Bundaberg QLD 4670
ABN 93 643 738 854

Shipping Policy

Shipping

All orders are processed and booked for shipping via Sendle within 2 business days (excluding weekends and public holidays) of receiving your order.

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

Tracking is available at <https://try.sendle.com/en-au/tracking>

Potential delays may occur when shipping during peak times or in or through areas affected by Coronavirus lockdowns. These issues are outside of our control.

Domestic Shipping Rates and Estimates

Shipping charges for your order will be calculated and displayed at checkout.

Local Delivery

Free local delivery is available for orders over within Postcode 4670.

Delivery Times

Deliveries are generally made from 9.00am to 5.00pm on business days, depending on the courier service.

International Shipping

We do not currently offer international shipping.

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within a reasonable time of receiving your shipping confirmation email, please contact us at support@boxnbolt.com.au with your name and order number, and we will look into it for you.