

Delivery and Refund/Return Policy

Delivery of Physical goods

After ordering online, you will receive an email confirmation containing your order details (if you have provided your email address). We will normally confirm receipt of your order after ordering. We will attempt to send your goods via courier within 5 working days; however if goods are unavailable delivery will take a little longer. If we are unable to dispatch goods within 2 working days we will notify you using the contact details supplied.

If you wish to query a delivery please contact us at home@busynippers.com.au.

Refund & Returns Policy

If for any reason you are not completely satisfied with your purchase, you may return the products by mail for replacement or refund within 7 days of receiving the goods. Please email us at home@busynippers.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems.

This refund policy does not apply to goods which have been used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer.

We recommend that you return the product via Registered post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit & therefore advise you take out shipment registration of insurance with your postal carrier. Busy Nippers will not be responsible for parcels lost or damaged in transit if you choose not to insure.