

# Returns & Refunds Policy

Last updated: July 29, 2025

## **1. Change of Mind**

If you change your mind about your purchase, you can return the product within 14 days of delivery. Products must be unused, in original packaging, and in resalable condition. Return shipping costs are the responsibility of the customer.

## **2. Damaged or Faulty Items**

If your item arrives damaged or defective, please contact us within 7 days of delivery. We may require photos of the item and packaging to assess the issue. We will offer a replacement, refund, or store credit as appropriate.

## **3. Non-Returnable Items**

Custom orders, clearance items, and opened bags of pebbles cannot be returned unless they are faulty or damaged.

## **4. Return Process**

To request a return, please contact our customer service team at [rockstead.co@gmail.com](mailto:rockstead.co@gmail.com). Include your order number and details of the return request. Once approved, we will provide instructions for shipping the item back to us.

## **5. Refunds**

Refunds will be processed to the original payment method once we receive and inspect the returned item. Please allow 5–10 business days for the refund to appear in your account.

# Shipping Policy

Last updated: July 29, 2025

## **1. Delivery Areas**

We deliver throughout Australia. If your location is remote or outside our standard delivery zones, additional charges may apply.

## **2. Processing Time**

Orders are typically processed within 1–5 business days. Orders placed on weekends or public holidays will be processed on the next business day.

### ***3. Shipping Costs***

Shipping fees are calculated at checkout based on weight, destination, and courier rates. Free local pickup or delivery may be available for certain regions.

### ***4. Delivery Times***

Estimated delivery times vary by location: - Metro areas: 2–5 business days - Regional areas: 5–10 business days - Remote locations: 7–14 business days

### ***5. Tracking and Updates***

You will receive a tracking number once your order has been shipped. Delivery updates will be sent via email or SMS depending on the courier.

### ***6. Delivery Issues***

If your order is delayed, missing, or damaged in transit, please contact us at [rockstead.co@gmail.com](mailto:rockstead.co@gmail.com) so we can assist you promptly.