

ROCKSTEAD

Shipping & Returns Policy

Effective date: 12 October 2026 | Applies to purchases made through rockstead.co

This policy explains shipping, collection, returns and refunds for Rockstead products, including creative kits and Snow White pebbles. Prices and shipping choices shown at checkout take precedence for the particular order. This policy does not limit your rights under Australian Consumer Law.

1. Delivery locations and order processing

We deliver eligible orders within Australia. Standard orders are generally prepared for dispatch within 1-5 business days. Orders received on weekends or public holidays are generally processed on the next business day. Some large, personalised or made-to-order orders may require additional preparation time; we will advise where applicable.

2. Shipping charges - creative kits

Our normal shipping fee for a Painting Kit or Calligraphy Kit is \$12 Australia-wide. We may periodically offer free shipping promotions on eligible art kits. During an active promotion, the shipping fee displayed at checkout applies. Free shipping is promotional and may end or change without notice for future orders. Where multiple products are ordered, the shipping amount will be calculated or confirmed at checkout.

3. Shipping - Snow White pebbles and large orders

Pebble orders may require different delivery arrangements based on quantity, total weight and destination. Charges for local pebble delivery, wholesale orders or deliveries beyond standard service areas may differ from art-kit postage. Any displayed pebble delivery option is subject to its stated limits; for orders outside those limits, please contact us for a delivery quote before purchasing. The applicable charge should be confirmed before payment.

4. Delivery estimates and collection

Creative kit shipping is generally estimated at 5-7 business days after dispatch, depending on destination and carrier. Regional and remote deliveries, including pebble orders, may take longer. Delivery times are estimates, not guaranteed dates. Local pickup may be offered where shown at checkout; pickup instructions will be provided after the order is confirmed.

5. Tracking, delays and delivery problems

Where courier tracking is available, we will provide tracking information after dispatch. If a parcel is delayed, missing, incorrectly delivered or damaged in transit, contact rockstead.co@gmail.com with your order number and details so we can investigate and assist. Your consumer guarantee rights continue to apply.

6. Change-of-mind returns

Rockstead does not accept returns or exchanges for change of mind, including where a customer no longer wants the item or selected the wrong product. This includes customised or personalised products, clearance purchases and opened bags of pebbles, except where Australian Consumer Law requires a remedy.

7. Faulty, damaged or incorrectly supplied items

If an item is faulty, damaged or different from what you ordered, please contact rockstead.co@gmail.com as soon as reasonably possible. Include your order number, a description of the issue and photographs if available. We will assess the circumstances and provide the remedy required by Australian Consumer Law, which may include repair, replacement or refund. A photograph is helpful but is not an absolute condition of exercising your statutory rights.

8. How to request a return or remedy

Email rockstead.co@gmail.com with your order details and reason for contacting us. Please do not send items back before receiving return instructions. If a return is required to resolve a failure covered by consumer guarantees, reasonable return or collection costs will be handled in accordance with Australian Consumer Law.

9. Refunds

Where a refund is due, it will ordinarily be issued to the original payment method, unless otherwise agreed or required by law. Once processed, banks and payment providers may take approximately 5-10 business days to show the credit. This is a payment-processing estimate and does not reduce any statutory entitlement.

10. Your rights under Australian Consumer Law

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in this policy excludes, restricts or modifies these rights.

11. Contact and updates

For questions about shipping, pickup, returns or refunds, contact rockstead.co@gmail.com or visit rockstead.co. We may update this policy from time to time; the version relevant to your order and your legal rights will continue to apply.