

## ORDERS & SHIPPING

### PAYMENT

The RISING shop accepts all major credit cards, however if you have any questions regarding payment methods, please contact us directly. You can email us at [hello@rising.melbourne](mailto:hello@rising.melbourne)

All prices are in Australian dollars, GST included. Prices are subject to change without notice, including freight options.

All items remain the property of RISING until paid for in full. Please retain your receipt as proof of purchase.

Any orders suspected to be fraudulent will be cancelled without notice.

### DISCOUNTS

From time to time RISING will release promotional offers, these are for a limited duration, RISING reserves the right to update and change promotional offers without notice.

If you have a promotional code that provides a discount on your online order, this must be used at the time of placing your order and cannot be applied retrospectively.

Promotional offers and discounts are applicable on full priced merchandise unless specified. Merchandise already reduced, or as part of a special offer cannot be further discounted.

### PROCESSING

RISING aims to process all orders within one week of orders being placed (excluding public holidays and weekends), this applies to all freight options. Bulky items or large orders may take longer.

In the unlikely event of an item(s) being unavailable, or if there is likely to be a delay to processing your order, RISING will contact you to arrange an alternative product or an updated time-frame for processing of your order.

All pre-order items are noted within the product description at the point of ordering.

Orders placed online during the festival may have their processing delayed by up to two weeks.

Orders placed online during the festival may be able to be collected in person. Please email [hello@rising.melbourne](mailto:hello@rising.melbourne) in advance to check collection locations and ensure stock availability.

### SHIPPING

#### **Orders being shipped to addresses within Australia:**

Shipping fees are automatically calculated at checkout, the following flat rate services are available for orders to shipping addresses within Australia.

Standard domestic freight (2-8 days from date of post) - \$12\*

Orders \$100+ free domestic postage is available (3-12 days from date of post)\*

Domestic orders are sent via Sendle, the above freight options represent how your order will be sent with this freight provider. Orders are packaged in date order - if you require your order by a specific date, please email us at [hello@rising.melbourne](mailto:hello@rising.melbourne) with your order information. The team will try to assist where possible.

**Orders being shipped to an international address:**

International freight (times vary) - freight will be automatically calculated at checkout.

All customs, duties or taxes applied to your order at the point of import into another country are the responsibility of the purchaser, RISING is not responsible for these costs.

From time of order processing, please allow 10 business days for standard Australian postage. International postage times will vary. Visit <https://try.sendle.com/en-au/tracking> for further information regarding freight times & parcel tracking. RISING is not responsible for postal delays once an order has been dispatched.

RISING is not responsible for any incorrect delivery addresses given, or parcels returned to us because of incorrect details. Orders returned because of incorrect details or failure to collect will incur a standard delivery fee to be dispatched again.

Tracking numbers are provided for all deliveries. Please refer to your freight confirmation email for details and to track your order.

Items are packaged to arrive safely. In the unlikely event of an item arriving damaged please contact us within 7 days of receipt of goods. The goods will need to be returned to us before a replacement can be posted.

**SUPPORT**

If you would like to chat with the RISING team, please email [hello@rising.melbourne](mailto:hello@rising.melbourne)

Every purchase supports RISING.