

Shipping and Returns

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. Returns need to be made within 14 days of your purchase.

1. Please email sales@bsbpackaging.com.au to request a refund and we will assign you a return #.
2. Mail your returned item to:
BSB Packaging
Returns #
Unit 1 /2 Stephenson Rd
Bayswater North VIC 3153
3. Include in your package a signed letter stating the reason for your return and the original order receipt.

Return Exceptions

Products that have been used or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

If your product item is in like new condition, you may exchange your item for a different type of product. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping.

Receiving a Refund

A refund will be issued once we have received your returned items. Any items that are damaged when we receive them are not eligible for refund. Refunds do not include any shipping or handling charges, except in the case of faulty or damaged items. Your refund will be credited to the original form of payment used for the original transaction and will be in the amount of the Product price less shipping.

Payment Policy

Accepted Methods of Payment

Credit Card (Visa or Master Card with 1.6% surcharge)

Cash on Delivery (Melbourne metro only)

Terms 30 Days (subject to approval)

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfil your order for any reason your credit card will be refunded.

Shipping Policy

Turnaround

Most orders are processed and dispatched within 24-48 hours Monday - Friday 9am - 5pm.

Transit times vary depending on delivery point, most times delivery is within 1-3 days.

Carriers

We use the following carriers to deliver our orders:

TNT

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page, you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to. Orders over \$200.00 invoice value is free delivery to Melbourne Metro.

Where to Ship to

We currently ship Australia Wide

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.