

POSTAGE & SHIPPING

- We process and post orders Tuesday to Friday only.
- All postage cost is \$10 per pair
- Orders must be placed before 12 midday for same day postage, otherwise orders will be sent the next business day, except Mondays.
- Delivery is to a home address or PO Box.
- No courier delivery is available unless you organise the courier and contact us to confirm arrangements.
- Full priced items are posted in original packaging. Some markings may appear on the box as these are used in our storage system.
- Goods are shipped via Australia Post using Priority Paid this includes a tracking number.
- Time frame of delivery is according to the Australia Postal system.
- Once items are posted, they are the property of the customer. The tracking number will be forwarded to you with the confirmation of the order. It then becomes your responsibility to track the item when necessary or contact Australia Post directly for enquiries on delayed or missing shipments.
- You must ensure your current and correct contact phone number is included in your order as it will be used on the Priority Paid package.
- You must ensure your current and correct email address is provided with your order. You will be contacted via email when your item has been processed and posted.
- We do not post orders outside Australia.

RETURNS

- Custom Foot Australia's intention is to provide our customers with the convenience of purchasing Birkenstock online. We endeavour to assist you in any claims as quickly and painlessly, for both parties, efficiently.

- If an item is returned due to Custom Foot Australia supplying incorrectly, we will cover return shipping costs. Please contact us prior to returning the item.
- All returns must be clean, unworn, in original condition and packaging.
- Please be very clear and certain when choosing your style of Birkenstock and its size as we do not refund for: change of mind, unwanted gifts, incorrect or bad choices.
- There is no refund or exchange for sale or discounted items.
- We do exchange for full priced items for incorrect sizing. However, if any price difference exists the customer must pay the discrepancy.
- In the event of an exchange: the Customer must cover the cost of returns as well as the new processing and postage of the exchanged item.
- Notification of all exchanges must be made to us within 10 days of original purchase. No exchange or returns are accepted after 10 days. Special arrangements can be put in place for gift giving time frames. Please contact us by phone to make this arrangement.
- Please note that stock levels do fluctuate. If exchanging due to incorrect sizing we will endeavour to supply the correct size. However, if the correct size is no longer available upon exchange we are not obligated to refund you for the item. In this instance you may choose another available colour, material type or a credit note.
- Faulty items must be returned within 10 days of receipt of purchase. The item must be returned at the cost of the customer for assessment. The item may be returned to the manufacturer or Australian supplier for assessment. We are not obligated to replace your item or refund until the manufacturer has provided their assessment results.
- As per Fair Trading Australia 2017, we have the right to replace a faulty item before any money refund can be claimed by the customer.
- returns address:
Custom Foot Australia
PO Box 264
Cooranbong NSW 2265

SALES & DISCOUNTED ITEMS

- We at Custom Foot Australia endeavour to provide our customers with the best quality products that includes all discounted and sales items.
- There are no exchanges or refunds on discounted or sale items.
- Discounted or sale items do not come in the original box unless requested. These boxes may have worn areas or show aging.
- Our sales or discounted items are often limited remaining sizes, old stock or discontinued stock and can be expected to show some minor evidence of wear: having been tried on, or on display, or in storage for extended periods.
- With storage and without wearing, any shoe product can age or wear down. The rubber soles can oxidise from the date of manufacture and glue bonds can weaken over time. This happens with all footwear.
- We at Custom Foot Australia endeavour to provide our customers with the best quality products and that included all discounted and sales items.

CHRISTMAS PURCHASES & POSTAGE

- Due extended Covid -19 restrictions and high parcel volumes there are some delays in Australia Post Delivery times. We anticipate this will continue through to the Christmas period and therefore advise that orders to be received in time for gift giving should be placed by December 7th
- due to extended COVID-19 restrictions and high parcel volumes.