



ORDERS AND RETURNS POLICY

ORDER

There is only one way to purchase products from us: by placing an order at our online WebShop: <https://shop-au.fmworld.com/>

PAYMENT

We accept the following payment methods:

Stripe – Secure payment processing portal where you can pay using your credit or debit card.

Zip Pay – Available from orders above \$199. Buy Now Pay Later online shopping wallet. Requires account at <https://zip.co/>

The order will not be released until the full payment is received.

The payment needs to reach us by the end of the working day at 4 PM at the latest.

Unpaid orders will be cancelled without any notice and points removed from the system immediately.

DELIVERY

All packages are sent via AusPost priority mail with signature confirmation upon delivery.

Cost of delivery depends on the orders weight and the destination, its automatically calculated by the system using shipping criterion provided by AusPost.

Maximum weight limit of order for delivery is 10KG, your total order weight consists of the products weight and the weight of the packaging.

Please note that in our WebShop while you are in the shopping basket you can see the weight of your products.

DELIVERY TIME

We usually dispatch the orders within 2 - 3 working days, but we reserve up to 10 working days to prepare the orders for dispatch.

Please consider the fact that unpredicted delays may occur that are beyond control of both FM WORLD and Australia Post.

If you do not receive your order within 14 business days (20 for WA, SA, TAS), contact us at myorder@au.fmworld.com to resolve the case.

All orders are dispatched from our warehouse in Brisbane QLD.

Our parcels are allowed to be shipped via road transport only, therefore shipping times may vary for different locations.

Please check AusPost updates on the delivery times to your location <https://auspost.com.au/service-updates/domestic-delivery-updates>



IMPORTANT

1. Before you place your order, please make sure you provide us with the correct delivery address and the content of your order is correct as once the order has been submitted, there is no possibility to make any changes.
2. We allow delivery to business addresses and places of work. If you do specify a business address for delivery, please ensure that there will be someone who can sign for delivery on your behalf as we do not have any control on the delivery time.
3. In case when you are not home to pick up your parcel AusPost courier will take it to the nearest post office and you will need to come to the Post Office to pick it up. Please remember to have your ID with you.
4. In case you have not received your parcel and AusPost states that the parcel has been delivered correctly please contact our Customer Service Department at myorder@au.fmworld.com so we can open an investigation with the courier company. Such investigation may take up to 21 working days and we reserve the right not to proceed any further till we receive a result of the investigation from AusPost.
5. If your parcel left our warehouse but there is no further scan in AusPost system indicating actual location or estimated delivery date, please contact our Customer Service Department at myorder@au.fmworld.com to open a "parcel search" with the courier company.
6. If for any reason the parcel is returned to us (e.g., courier fails to deliver the parcel to you two or maximum three times, incorrect address specified, item not called for) you will be given a choice whether you wish us to redispach the item or to cancel the order. Please note that for items that were undelivered through fault of the consumer and a refund is requested, FM World AUSTRALIA reserves the right to deduct the shipping fees from the refund total (original shipping charge plus same amount for the onward journey). We also reserve the right to deduct the restocking fee of 50% from the original value of the parcel (min. 20 AUD per order).
7. If AusPost delivers your order to you and you can see that the parcel is damaged, please accept the parcel, take the picture of the damaged box before you open it and take a picture of the damaged content. Then, please contact our Customer Service Department within 24 hours at myorder@au.fmworld.com with your full name, ID number so that we could take appropriate actions. In some cases, we may ask you to send the damaged items back to us before dispatching the replacement.
8. Please note that if the delivery address you provided us with is not listed in AusPost system, we may not be able to dispatch your parcel unless you take full responsibility for such shipment. In case the courier is not be able to locate the address and the parcel is redirected to our warehouse we regret that we cannot be held responsible for the onward journey charges.



COLLECTION FROM MEGNA WAREHOUSE IN PERSON

If you are sending someone else to collect your order for you, please remember to provide us with the signed [Authorization Letter](#).

Please double check the order you are collecting. We will not accept any complaints about missing or incorrect products after you have left the Distribution Centre. We do not take responsibility for any damage of products after you have left the Distribution Centre.

CHANGES TO YOUR ORDERS

Please be informed that once your order has been submitted, there is no possibility of making any changes.

ONHOLD ORDERS – MULTIPLE COMBINED ORDERS – ONE SHIPPING COST

OnHold feature in our WebShop - allows you to combine your multiple orders into one parcel (hence one shipping cost). To start an OnHold Order tick the box next to "Suspend order shipment" during the last checkout phase. Pay for your order as usual and shipping of order will be on hold in our system for 7 days. You can keep merging as many orders as you like on your waiting list, and they will combine so that your shipping cost will be lower compared to the combined shipping costs of all the separate orders. The shipping will be automatically resumed 7 days from the first order that you started the OnHold process with, regardless of if you added orders or not to your initial OnHold Order. You will pay the shipping on the first order as per its actual weight. The next and each subsequent order that you will be adding to the OnHold Order – the shipping cost will be only adjusted by the extra weight that you will be adding to the combined order. You can manually resume shipping in order history before the 7-day period. Please consider that once you place OnHold Order on your FM Account it is not possible to place 'single' orders in between on that Account. We recommend using your Additional FM Accounts as they come very handy for being able to have an active OnHold Order on your Main Account and placing single orders in between from your Additional FM Account.

RETURNS AND EXCHANGES

1. We are happy to offer you a refund or an exchange if the product you are returning is in a fully resalable condition i.e., unopened and unused, and the return is made within up to 30 days from the date of purchase (date on the invoice). If the product is returned in a condition which is not fully resalable or the packaging is damaged, we reserve the right to refuse a refund or exchange on the item. There are no returns of any discontinued or promotional items (if the terms of conditions of the promotion state the items are non-refundable or non-exchangeable).
2. We cannot accept returned products 30 days after you have received your parcel.
3. All exchanged items will be charged a re-shipping fee unless they were faulty or shipped incorrectly by FM World AUSTRALIA. Alternatively, exchanged products can be added to your next order which have to be placed within 30 days from the date when the items were returned to us. The sender's name and return address must be clearly visible on the outer packaging. We recommend that you request proof of purchase to guarantee that we receive your parcel. We regret that we cannot be held responsible for anything lost or damaged in transit.
4. If unwanted products are returned for a refund, you need to cover the shipping cost of sending the product back to us. Once we receive the items, we will cancel the original invoice and create a new one - without the returned products. This means that the points for the returned items are taken off your FM account.
5. We reserve the right to deduct the restocking fee of 50% from the original value of the parcel.
6. Please contact us at returns@au.fmworld.com with your full name, ID number, order number before you send the product back to us.

IMPORTANT

1. If on your invoice there is an item that you wanted, but you received something else instead, please contact our Customer Service Department at myorder@au.fmworld.com with your full name, ID number and a photo of the parcel's label with the parcel weight clearly showing on the photo within 24 hours from receiving your order to report that, and it will be dealt with within another 1-5 business days. Each parcel is weighed before being shipped; therefore, we will always check our weight reports before we contact you with the solution. Please note that if you received an incorrect item, we may ask you to send it back to us before we would be able to exchange it into the correct product.
2. When you receive items which are damaged, smashed or have leaked out, please contact our Customer Service Department within 24 hours from receiving the product. You can send an e-mail to faultyproduct@au.fmworld.com with your full name, ID number, pictures of the damaged contents and a short explanation of what happened. Depending on the product and its fault we might ask you to send this product back to us by post. As soon as we receive the item, we will contact you to issue a refund or replacement, and of course in such a case we will refund you the cost of postage too.
3. If your parcel is missing a product you ordered, please contact our Customer Service Department at myorder@au.fmworld.com with your full name, ID number and a photo of the parcel's label with the parcel weight clearly showing on the photo within 24 hours from receiving your order to report that, and it will be dealt with within another 1-5 business days. Each parcel is weighed before being shipped; therefore, we will always check our weight reports before we contact you with the solution.
4. If for any reason you need to send some products back to us by post, remember to inform us about that first - contact our Customer Service Department at returns@au.fmworld.com with your full name, ID number.
5. If you accidentally place an order for collection (Pick-up) from our Brisbane warehouse but you are unable to collect your parcel please contact us at myorder@au.fmworld.com to arrange shipping for you. Please keep in mind that you will need to pay the shipping charge and indicate the shipping address before we ship the parcel to you. We reserve the right to cancel orders/parcels that have been sitting in our warehouse waiting for collection for more 30 days without refunding the money. If you are not from Brisbane please remember not to place orders for collection in our Web Shop as it will slow down the delivery process.