

## DELIVERY AND RETURNS

### Regional Shipping (within Queensland)

BRAH Superfood services Queensland state. Orders from our website [www.brahsuperfood.com](http://www.brahsuperfood.com) are dispatched daily (excluding weekends and public holidays) – we aim to always offer prompt and timely service. Online orders can be paid for with credit card prior to dispatch.

Orders are freighted via Cool Couriers and delivered right to your door, so please make certain you provide your street address and contact number. BRAH Superfood cannot be held responsible for deliveries when an incomplete or incorrect address is provided. BRAH Superfood charges \$10 freight for all orders under \$100AUD.

We use trusted couriers to service Queensland cities. Timing and delivery days to different cities will vary.

Below are approximated standard delivery times:

Region	Schedule
Brisbane Metro, Gold Coast	Daily Service
Mt Tamborine, Eagle Heights & Canungra	Monday, Wednesday and Friday
Jimboomba & Beaudesert	Monday, Wednesday and Friday
Sunshine Coast	Tuesday to Friday
Bribie Island and Surrounds	Tuesday and Thursday
Maleny and Montville	Wednesday and Friday
Toowoomba	Monday, Wednesday, Friday
Boonah, Warwick, Allora	Tuesday and Friday
Kingaroy and Dalby	Monday and Wednesday
Northern Rivers	Tuesday & Friday
Gympie & Pomona area	Monday & Thursday
Maryborough, Hervey Bay, Bundaberg	Monday & Thursday
Oakey area, South Burnett Region	Thursday ONLY

If you require a special request please send us an email to [info@brahsuperfood.com](mailto:info@brahsuperfood.com) or put a note in with your order.

### Frozen Goods

To assist us with the efficient delivery for your frozen goods order please confirm your mobile number. Unfortunately, we cannot provide a time of the delivery on this day. If you need to go out please leave an esky at your front door with a note giving authority to leave the frozen goods there. Please note BRAH Superfood or its third party courier take no responsibility for goods which are damaged, spoiled or stolen once left. If no note is left and no one is home then we have instructed the courier to return the goods to our warehouse. Additional charge of \$40 will be charged or withheld from refunds due to courier charges. Please ensure you keep your mobile phone off silent and close by on your nominated delivery day as the courier company may need to call you.

### Returns

BRAH Superfood is happy to replace any product that is faulty or doesn't meet specification if the following conditions are met:

BRAH Superfood is notified via email of the faulty product within 14 days of receiving the product. (a photo of the defective product needs to be shown)

You have valid proof of purchase (date of purchase needs to be shown).

Less than 5 serves of the product has been consumed.

You are able to post the product back to our head office.

A replacement hasn't been already been issued.

Although our aim is to supply of high-quality products with great-tasting that promotes a healthier lifestyle, dissatisfaction of taste doesn't deem the product faulty.

Please contact our customer service team on [info@brahsuperfood.com](mailto:info@brahsuperfood.com).