

Shipping & Returns

Alessio's Gardens Online Shipping Information

- Orders are processed Monday - Friday* from 9am - 3:30pm (Perth Time). Australia Post Orders placed before 12pm will be processed the same business day. Orders that miss this cut off will be processed the next Business Day. ie, Order after 12pm Friday, your order will be processed Monday*.
- In some cases once your order has been processed we may need to contact you before it can be shipped. To ensure there is no delay with your shipping please respond to any phone or email requests ASAP.
- You will receive tracking advice via email once your order has been dispatched
- If you have problems with your online order, please email us at info@alessiosgardens.com.au and we will respond to you as soon as possible during business hours.

*Excluding public holidays as Australia Post do not Operate. Due to this we are not able to Dispatch orders on these days. Once your order has been placed online, please allow 1-2 business day for it to be processed and shipped.

Shipping Prices and Expected Delivery Times

- Please note all prices on this website are in 'AUD' unless stated otherwise.
- Shipping within Australia costs from \$30.00 for Hydro Egg and Mini Hydro and will be delivered within 5 business days.
- Shipping prices of the vertical gardens within Australia varies so please contact us at info@alessiosgardens.com.au for a quote.

Alessio's Gardens Returns Policy

You can return any item for a refund within 30 days of the purchase date. All products cannot be exchanged and will only be issued with a refund of the full price of the product.

- All products must arrive unused in their original condition and packaging within 30 days of the purchase date.
- In the rare case that you return the item without its original packaging, we cannot process your return and we will send the item back to you.
- Please note - while we take all the care possible to ensure that you receive your goods, we cannot take responsibility for any damages or loss incurred during the delivery.

Please contact our Customer service team via info@alessiosgardens.com.au with your name and order number to inform us of the product you are returning.

Returns

Circle on your invoice the item you are returning. Ensure you have Securely packed the item and invoice and ship the package to;

Alessio's Gardens Returns
25 Rayment Street
LATHLAIN WA 6100

Ensure you retain the receipt for the return shipping as this will be needed in the event the package does not make it back to Alessio's Gardens. When returning products please ensure you do not attach anything to the outside of the original packaging. Should the packaging be marked or in unsatisfactory condition there may be a chance that we will not accept your return.

Once your item has been received and checked we will provide a refund for the returned item (excluding the price of postage and packaging) to your account within 5 business days.

Faulty or Incorrect Products

In the case of faulty or incorrect products you will need to coordinate this through our Customer Service Team. To allow us to provide a replacement or refund please send us an email with the invoice number, an explanation of the issue and an image of the faulty or incorrect item to info@alessiosgardens.com.au. Once this has been investigated we will contact you with instructions on how to return the product and whether a replacement or refund will be sent.

Alessio's Gardens Refund Policy

- We are more than happy to offer a refund for any items.
- You can return your online purchase for a refund within 30 days to Alessio's Gardens online.
- We will refund any items with manufacturing faults that are returned in original packaging.
- We do not refund items that have been damaged through wear and tear.
- You'll need to send us your original invoice along with the item in its original packaging and condition.
- We do not refund products if you change your mind. When returning an item for a refund please forward all information to: info@alessiosgardens.com.au with as many details of your order as possible. Orders simply sent back with no proof of purchase or your contact information cannot be processed.