

Shipping Policy

At Empowered Play, we aim to make your shopping experience as smooth as possible. Please read our shipping policy to understand how your order will be delivered.

Shipping Costs

We offer a flat-rate shipping fee of **\$15** for all orders within Australia.

Processing Times

All orders are lovingly handcrafted and packed with care. Please allow up to **3–5 business days** for your order to be prepared and dispatched. During peak times, such as holidays or new product launches, processing times may be slightly longer.

Delivery with Australia Post

All orders are shipped via **Australia Post**. Once your order is dispatched, delivery times will vary depending on your location:

- **Metro Areas:** 2–5 business days.
- **Regional Areas:** 5–7 business days.
- **Remote Locations:** 7–14 business days.

Please note that these timeframes are estimates and may vary due to factors outside our control, such as public holidays or postal service delays.

Tracking Your Order

When your order is dispatched, you will receive a confirmation email with a tracking number. You can use this to monitor your parcel's progress via the Australia Post website or app.

Lost, Delayed, or Missing Parcels

If your order does not arrive within the expected timeframe, please contact us at info@empoweredplay.com.au so we can assist you. While we are not responsible for delays caused by Australia Post, we will work with you to locate or resolve issues with your parcel.

Shipping Restrictions

We currently ship only within Australia. If you're outside Australia and interested in our products, please contact us directly to discuss potential options.

Incorrect Address

Please double-check your shipping address before completing your order. Empowered Play is not responsible for parcels shipped to incorrect addresses provided by the customer. If you realise an error in your address, contact us immediately. If your order has not yet been dispatched, we will update the address for you.