



## ***Shipping Policy***

Our priority is the discreet and efficient delivery of your order. We trust AusPost to provide our domestic shipping. Currently we only ship within Australia. For international orders and shipping, please contact us directly at [support@candypants.com.au](mailto:support@candypants.com.au) or +61 (0) 2 4313 9914.

## ***Postage Rates***

Rather than provide confusing destination and weight tables, we simply charge a **flat rate of \$7.50** regardless of the size of the order for any delivery within Australia for standard delivery. Orders over \$100 are eligible for free standard shipping. All orders are dispatched from our warehouse in Gosford, NSW, Australia, and are shipped with tracking. Orders require a signature on delivery unless you have opted for the parcel to be left in a secure location. If an express delivery option is chosen at checkout, rates for the express delivery option will be charged at a higher rate.

## ***Discreet Shipping***

All orders are dispatched in regular, nondescript, unbranded packaging with our holding company, "**BCD Foods Pty Ltd**", shown as the return address. There is no reference to Candy Pants Adult Toys on any of the packaging and absolutely no indication as to the contents.

## ***Delivery Times***

Typically orders are picked and packed within the same day. All orders are dispatched within 24-48 hours or the nearest working day. Please allow 1-10 working days for delivery within Australia, unless an 'Express' option is chosen at checkout, where delivery will be next working day if orders are placed before 3pm of the previous day. We will do our best to get your order to you as fast as possible, however due to some of our products containing a lithium ion battery, some products are required to be sent via road transport so a delivery interstate can be delayed if this is the case. You will receive an email from Candy Pants when your order is dispatched. For more information, questions or support please use our online contact form, email [support@candypants.com.au](mailto:support@candypants.com.au) or call us 02 4313 9914.

## ***Discreet Billing***

Your privacy is of the utmost importance to us. To ensure your privacy, your PayPal and credit card statements will be processed using the company name, "**BCD Foods Pty Ltd**". There is no reference to any products you have purchased or to Candy Pants Adult Toys.

## ***Stock Policy***

Out of stock items will be noted on the website, however if any item is delayed in getting to you for any unforeseen reason, we will keep you updated to the delivery time and date or offer you the option of refund or alternative item.



## **Returns**

Please see our returns policy for more information on how we process returns.

## ***Prohibited Items***

Due to the nature of the lithium-ion batteries contained in a majority of our products, airlines require a thorough declaration of the goods contained in the packaging. Although the package itself will not be labeled with its contents, AusPost will need to be notified via a written invoice (provided by Candy Pants Adult Toys), as to the contents of the package. This is due to the lithium-ion battery being considered 'dangerous goods', which have certain precautions required when shipping via airfreight.