



# INTERNATIONAL SHIPPING CUSTOMER FAQ

**Q: WHAT ARE THE FREIGHT CHARGES?**

A: Please see tables below:

SERVICE AUSTRALIA POST International Express Merchandise		Zone 1 New Zealand	Zone 2 China	Zone 3 Rest of Asia	Zone 4 USA & Canada	Zone 5 Pacific Islands*	Zone 6 UK & Ireland	Zone 7 Europe 1*	Zone 8 Europe 2*	Zone 9 Rest of World
For orders weighing up to 500g	Per Order	\$16.50	\$27.50	\$29.40	\$32.70	\$34.20	\$40.80	\$44.40	\$53.70	\$55.20
For Parcels weighing over 500g up to 1kg	Per Order	\$18.00	\$31.20	\$33.70	\$37.50	\$41.40	\$44.90	\$48.60	\$60.00	\$63.20
For Parcels weighing over 1kg up to 2kg	Per Order	\$23.00	\$38.50	\$42.20	\$46.80	\$52.80	\$52.90	\$57.00	\$73.90	\$76.00
For Parcels weighing over 2kg up to 20kg	Per Order Add Per Kg	\$16.50 \$4.50	\$37.70 \$7.30	\$37.70 \$8.50	\$48.00 \$9.40	\$41.50 \$9.70	\$51.06 \$7.90	\$54.90 \$8.40	\$57.80 \$9.00	\$45.90 \$17.10

**Q: HOW IS INTERNATIONAL FREIGHT CALCULATED?**

A: Freight is calculated based on the Country's delivery zone and on product weight + weight buffer for packing materials

**Q: HOW DO I KNOW WHAT ZONE I AM DELIVERING TO?**

A: Please refer to the Silk International Zone Transit Time & Duty Threshold Guide for Country listings in each zone

**Q: WHAT IS THE DELIVERY TRANSIT TIME FOR THE DIFFERENT COUNTRIES?**

A: Please refer to the Silk International Zone Transit Time & Duty Threshold Guide for Country transit times. Please allow for additional time to process and pack your order and to allow for any possible delays in customs and transit times outside of major Cities.

**Q: WHAT CURRENCY ARE INTERNATIONAL CUSTOMERS CHARGED?**

A: All charges are made in Australian Dollars (AUD). Totally Hair Direct Pty Ltd (Silk Oil of Morocco) have no control over any currency conversion fees or any other fees that may apply.

**Q: WILL I KNOW THE FREIGHT COST PRIOR TO PAYING FOR MY ORDER?**

A: Yes, freight is calculated at time of check out when the delivery address is entered which includes Country destination

**Q: DO I HAVE TO PAY ANY DUTIES OR TAXES ON ARRIVAL?**

A: Please refer to the Silk International Zone Transit Time & Duty Threshold Guide for International Shipping Policy.

If ordering products from our website for delivery to an International delivery destination, your order may be subject to import duties and taxes once shipment arrives in that Country. Please note Totally Hair Direct (Silk Oil of Morocco) shall not be held responsible for any possible payment of duties and taxes which may be applied by customs in the country where delivery is received. The responsibility for any custom duties, foreign taxes or other fees which may be imposed, rest with the receiver. International orders may be subject to customs clearance which may cause delays. Customs policies vary widely from Country to Country. Please contact your local Customs office for more information. When ordering from Totally Hair Direct (Silk Oil of Morocco) you are considered the "importer" and must comply with all laws and regulations of the country in which you are receiving the goods. Totally Hair Direct (Silk Oil of Morocco) will not be liable or responsible if you break any such law. Please note the transit time and duty threshold is a guide only. Whilst Totally Hair Direct (Silk Oil of Morocco) have taken all due care to include up-to-date information, it does not provide any warranty as to accuracy or completeness. As far as lawfully possible, Totally Hair Direct (Silk Oil of Morocco) accepts no liability which may be suffered or incurred by any other person as a consequence of reliance on the information contained in this guide.



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**Q: CAN I DELIVER TO POSTAL BOXES IN MY COUNTRY?**

A: Please refer to the table below:

Zone 1 New Zealand	Zone 2 China	Zone 3 Rest of Asia	Zone 4 USA & Canada	Zone 5 Pacific Islands*	Zone 6 UK & Ireland	Zone 7 Europe 1*	Zone 8 Europe 2*	Zone 9 Rest of World
YES	NO	Selected Only Hong Kong Japan Malaysia Singapore South Korea Taiwan Thailand	Selected Only USA	Selected Only Fiji Nauru New Caledonia Pakistan Papua New Guinea Philippines Samoa Solomon Islands Sri Lanka Vanuatu	NO	Selected Only Netherlands Spain Switzerland	Selected Only Austria Belgium Brazil Croatia Estonia Finland Greece Hungary Poland Russia South Africa	Selected Only Argentina Belarus Chile Cuba Morocco Peru Puerto Rico Uruguay

**Q: CAN I SELECT AUTHORITY TO LEAVE?**

A: No, a signature is required for all International deliveries

**Q: WHAT IS THE MAXIMUM WEIGHT THAT WE CAN SEND?**

A: Parcels cannot exceed 20kg

**Q: WHAT IF I WANT TO RETURN MY ORDER?**

A: Please refer to the International Returns Policy found in the resource centre

**Q: WHAT IF I RECEIVED THE INCORRECT PRODUCT IN MY ORDER?**

A: A triple check system has been implemented in our warehouse and all International Orders will have a photo taken of all items picked and will be filed with the order as a point of reference. If a mistake has been made please contact our customer service team on [sales@silkoilofmorocco.com.au](mailto:sales@silkoilofmorocco.com.au)

**Q: HOW DO I TRACK MY ORDER?**

A: Once your online order is dispatched you will receive an email from Australia Post to your nominated email address with your delivery details, tracking number and a link that will allow you to track the status of your delivery. Should this be missing, please check your junk/spam folder in your email.