

SHIPPING INFORMATION

Shipping on all Made to Measure orders is free. However, orders made instore will arrive to our head office and require a final fitting, these orders can be picked up from our Barangaroo Shop. Shipping on ready to wear items purchased on the Modarte website is charged at a flat rate of \$15 within Australia and is sent by Australia Post.

DELIVERY ADDRESS

Please ensure a residential or business address is provided. The best address to provide is one where someone will be present to sign for the delivery within business hours. If there is no-one present to sign for the delivery on arrival, a card may be left by the carrier and you will need to contact the carrier to arrange a re-delivery or visit your local post office. Parcels may not be left by the courier unattended without a signature, please contact customer support for Australia Post delivered parcels on 13 76 78.

LOCAL SHIPPING TIMES

We will endeavour to process your order as quickly as possible however please allow 2-5 business days for dispatch, processing and delivery. There may be delays during sale events, as we expect a high volume of orders to come through at this time. Do not hesitate to contact our customer service team for any shipment enquiries. Items that exceed over 5 units may cause parcels to be sent out on Road Service due to freight issues. Parcels that are to be shipped in rural/regional areas, especially parts of WA, may experience a longer delivery timeframe.

TRACKING YOUR PURCHASE

You can expect an update email from us when your goods have been shipped, including a tracking number and courier provider. This tracking number will allow you to check on the status of your delivery online at www.auspost.com.au

LOCAL SHIPPING METHODS

Once your order is picked and packed, all orders shipped within Australia will be sent by standard delivery service by Australia Post. Please allow 5-7 business days for rural areas.

INTERNATIONAL ORDERS

International orders are expected to be delivered in 2 to 3 weeks from date of purchase depending on address. All international orders are sent by [TNT](#). On occasion, some shipments may take up to 4 weeks to arrive depending on the amount of time it takes for an item to clear customs. The customer will be fully responsible for any customs duties or foreign taxes that may be imposed. Prior to dispatching your order, we may request ID + payment verification as a security check, to prevent fraudulent international purchases.

INTERNATIONAL TAXES AND DUTIES

All applicable customs, import duties and fees are not accounted for in the shipping fee and will not be charged by MODARTE. Some countries may require additional fees paid for "Cash on Delivery" (COD). These fees are paid to the local carrier and are not collected by Australia. Customs authorities require that we state the value of your order directly on your order. Customs agents have the right to release or deny release of your order, and in some rare cases delivery may be delayed.

SHIPPING RATES

AUSTRALIA

Shipping for ready to wear items purchased online is a flat rate of \$12.50
Shipping on all Made to Measure orders is free.

INTERNATIONAL

A flat rate of \$30.00 will be charged on all international orders.