

SHIPPING POLICY

Thank you for shopping at Powerowlz. The following information sets out the terms and conditions that constitutes our shipping policy.

1. Processing your order

An email confirmation is sent to your email address after placing your order. Please keep this email as proof of your purchase.

2. Shipping Process Time

After your payment is authorised and verified, all orders are shipped within 24 – 48 hours on standard business days (Mon-Fri 9am-5pm excluding public holidays). We will contact you if there are any delays.

3. Carriers

We use the following carrier to deliver our orders.

- Australia Post

When your order is completed, you will receive a Tracking Number from Australia Post. You can check the location of your order anytime by visiting Australia Post and entering the details provided.

4. Missing orders

If your order does not arrive, please contact us at admin@powerowlz.com.au and provide your order number, name, and shipping details and we will lodge an investigation with our shipping carrier.