

Shipping Policy

Brown Sugar & More Pty Ltd

Last Updated: June 2026

At Brown Sugar & More, we take pride in delivering our Indigenous-inspired homewares and décor safely and efficiently across Australia and internationally.

Processing Times

All orders are processed within **1–5 business days** after payment has been received and cleared.

During product launches, promotional events, holidays, or periods of high demand, processing times may be extended. Customers will be notified of any significant delays.

Shipping Within Australia

Estimated delivery times:

- NSW, ACT, QLD, VIC: **2–7 business days**
- SA, TAS: **3–10 business days**
- WA, NT: **5–14 business days**

Delivery times are estimates only and may vary depending on courier services and regional locations.

International Shipping

We currently ship to selected international destinations.

Estimated delivery times:

- New Zealand: **5–12 business days**
- United States & Canada: **7–21 business days**
- United Kingdom & Europe: **7–21 business days**
- Other countries: **10–30 business days**

Customers are responsible for any customs duties, import taxes, or additional fees imposed by their country.

Shipping Costs

Shipping costs are calculated at checkout based on:

- Order size and weight
- Delivery location
- Courier rates

Any applicable shipping charges will be clearly displayed before payment is completed.

Order Tracking

Once your order has been dispatched, you will receive a shipping confirmation email containing tracking information where available.

Please allow up to 24–48 hours for tracking updates to appear.

Damaged or Lost Parcels

If your order arrives damaged, please contact us within **7 days** of delivery and provide:

- Your order number
- Photos of the damaged item(s)
- Photos of the packaging

If a parcel is lost in transit, we will work with the courier to investigate the issue and provide a suitable resolution where possible.

Incorrect Shipping Information

Customers are responsible for ensuring their shipping details are accurate at checkout.

Brown Sugar & More is not responsible for delays, lost parcels, or additional charges resulting from incorrect shipping information provided by the customer.

Pre-Orders

Products marked as **Pre-Order** will include an estimated dispatch date on the product page.

If your order contains both pre-order and in-stock items, the entire order may be shipped together once the pre-order item becomes available unless otherwise stated.

Delivery Delays

While we aim to meet all estimated delivery times, Brown Sugar & More cannot guarantee delivery dates and is not liable for delays caused by:

- Courier service disruptions
- Extreme weather events
- Customs processing delays
- Public holidays
- Circumstances beyond our control

Contact Us

If you have any questions regarding shipping, please contact us:

Brown Sugar & More Pty Ltd

Email: hello@brownsugarandmore.com

Website: brownsugarandmore.com