

Shipping Policy

Chipmunk Cheeks Treats will endeavour to dispatch all orders as soon as possible. Generally we dispatch within 2 business day of ordering, and Australia Post stipulate that it takes between 3-6 business days to deliver - please check your parcel tracking (which will be sent via email) for its whereabouts within a week of ordering and keep an eye out for it to be sitting at your Local Post Office for pick up.

This does not include orders placed during a sale, peak trading periods and wholesale orders as we may experience delays in processing orders – please keep this in mind if you are purchasing an item for a special occasion.

All parcels are signature on delivery. If you are unable to be home to sign for your delivery, it will be directed to your local post office for pick up.

Check that your PayPal account has the CORRECT address - we have to pay to have the parcel returned to us when you have supplied the incorrect information and we will charge you shipping to re-post

Check that you supply the CORRECT address - we have to pay to have the parcel returned to us when you have supplied the incorrect information and we will charge you shipping to re-post

Check that you supply the correct email address as this is where all communication will be sent. Please add sales@chipmunkcheekstreats.com.au to your address book to ensure correspondence does not end up in your spam folder.

If you are having your order sent as a gift, please mention this in the order notes section, and we will ensure the enclosed invoice does not include prices.

Due to all parcels requiring a signature on delivery - we cannot leave a note for the delivery person saying your parcel can be left at the door/behind the gate/ etc. It will be attempted to be delivered and then transferred to your Local Post Office for collection

We currently only ship to Australia.

Tracking your order

Once your order has been dispatched, you will receive a confirmation email with a link to track the progress of your order.

Delivery times

Although express services are fast, unfortunately we can't guarantee timings as it depends on the destination. Occasionally, carriers experience delays and as much as we don't like it, they are out of our control. We do not accept any liability and you agree to release us from all liability arising out of any delay in shipping and delivering an order.

Our chosen shipping providers are Australia Post and Sendle.

If you live within the local area and have chosen to have your order home delivered, you will be contacted via email to organise an agreeable date and time. Please note someone will need to be present to accept the delivery as a signature is required as proof of delivery.