

Shipping Policy

We aim to get your Health Planner to you as quickly and safely as possible.

All orders are processed within **2–3 business days** of purchase. You'll receive a confirmation email with tracking details once your order has been dispatched.

Most **Australian orders ship within 3–7 business days** from dispatch.

International orders can take up to **4–6 weeks**, depending on your location and local postal services.

Please note that during **peak periods**, such as the **Christmas season**, shipping times may be longer due to increased demand and courier delays. We recommend ordering early to avoid disappointment.

We take great care in packaging every order to ensure your planner arrives in perfect condition. If your parcel arrives damaged, please refer to our **Returns Policy** for next steps.

Please double-check your shipping details before placing your order — we can't take responsibility for parcels sent to an incorrect address provided by the customer.

Returns Policy

We take great care to ensure every Health Planner arrives in perfect condition and meets our high standards of quality.

If your order arrives damaged, please notify us within **48 hours of receiving your parcel** by emailing **eimphysio@gmail.com** with **clear photographs** of the damaged item and packaging.

Once the damage has been verified, you will be offered either:

- A **full refund**, or
- A **replacement planner**, if stock is still available.

Refunds will be processed using your original payment method.

Please note, **we do not accept returns or refunds for change of mind**.

We are committed to providing a premium product and excellent customer experience, and will always do our best to make it right.