

Shipping & Delivery Policy

Effective Date: June 3, 2026

1. Order Processing Timelines

All supplement orders are batched and processed within **1 to 2 business days** (excluding public holidays in New South Wales). Orders completed before 12:00 PM AEST are typically batched for carrier pickup on the same business day. You will receive an automated notification containing carrier details and real-time tracking coordinates as soon as your shipment departs our fulfillment warehouse.

2. Shipping Zones, Methods, and Delivery Timelines

We deploy high-priority parcel carriers to maintain optimal supplement environment stability during transit. Below are our standard delivery estimates:

Destination Zone	Shipping Tier	Estimated Delivery Window	Cost Structure
Domestic (Australia Wide)	Standard Parcel Post	3 – 6 Business Days	Flat rate or free over \$80
Domestic (Metropolitan)	Express Post	1 – 2 Business Days	Calculated at checkout

3. Address Accuracy Requirements

It is the customer's sole responsibility to ensure that the complete shipping address (including apartment numbers, business names, and postcodes) is accurately inputted at checkout. Thryvn Gut is not structurally liable for shipments misdelivered or returned to our facility due to inaccurate address data. Any administrative redelivery fees incurred due to correcting a faulty address will be billed directly to the customer.

4. Lost, Stolen, or Unclaimed Shipments

If your tracking data states that your parcel has been successfully delivered but you cannot locate it, you must perform an initial check of safe drop zones and contact the respective courier service directly within 5 days. Thryvn Gut is not materially liable for items stolen from a property doorstep once the carrier officially marks the shipment as "Delivered" with geometric or signature confirmation.