

Mokye Online Shipping, Returns and Refunds Policy

Australia Post Delivery

We offer both Standard and Express delivery options.

Orders will be dispatched within 2 business days. They can be expected to arrive at your elected address within 2 - 7 business days, depending on your chosen delivery option. Find out more about when you can expect your parcel [here](#). Contact us at hello@mokye.com.au if your order has not arrived within this timeframe.

Deliveries are charged as per the [Australia Post calculator](#) - see more information at checkout.

We offer free Standard delivery on all clothing purchases. If Express shipping is required on these items, it will be charged at buyers expense.

Courier and Large Item Delivery

We also offer courier services for delivery. Costs are calculated according to the item size and fragility. Large items are often required to be sent through courier services. In this case, shipping must be paid prior to item shipment. Once paid these items will be dispatched within 1-2 business days.

Contact us at hello@mokye.com.au if you would like a quote on the shipment of a large item. It may take 2-4 working days to receive this quote.

Damaged Goods

If there are any quality issues with your order upon arrival please contact us within 7 business days at hello@mokye.com.au.

In the case of a faulty or damaged product, or if the item does not meet the advertised description, you will be offered a refund, exchange or store credit.

Local Pickup

Click and collect is available through [our website](#). We will alert you when your order is ready for collection.

Our in-store pickup location is:

Mokye

4/142 Dudley Road
Whitebridge NSW 2290

Authority to Leave 'ATL'

If you select 'ATL' Mokye is not responsible for any parcel issues once the item is delivered to your premises. If you wish to use this option please ensure you leave instructions for the delivery driver, outlining a safe place to leave your item.

Signature Required

If you select 'Signature required' your item will not be left on site without someone present to accept the delivery. If no one is at your elected address the order will likely be taken to your local post office for pickup. Please note you may be charged an additional re-delivery cost in the case that your parcel is returned to sender.

Online Returns & Exchanges

Please contact us at hello@mokye.com.au within 21 days of receiving your order to organise a return or exchange.

Returned items must be in the same condition as when they were purchased - unworn, with tags and with no damage to original packaging.

If you have changed your mind about an item return shipping costs will be at buyer's expense.

Custom orders can not be returned.

Our return address is:

Mokye

4/142 Dudley Road
Whitebridge NSW 2290

Please contact us for any further returns information at hello@mokye.com.au.

Refunds

Once we have received and reviewed your returned order we will notify you of your refund approval status. When approved, you will receive automatic payment into the account of the original payment method. It may take up to 10 business days to receive your refund due to bank processing.

For change-of-mind refunds shipping fees are non-refundable.

Non-returnable items

We are unable to accept returns of perishable products including food, flowers, or plants.

Due to sanitary reasons, we are also unable to accept returns on beauty products and pillows/pillowcases.

Sale items are non-refundable for change of mind, and we also cannot accept returns on gift cards.

Please contact us at hello@mokye.com.au if you have questions or concerns about the return of a specific purchase.

Customer Service Policy

In the event we are unable to process your order due to stock discrepancies we will notify you to organise a refund, back-order or alternate item.

Privacy and Security Policy

Your personal information will not be shared, and is used only to fulfil your orders and provide store and order updates, via email or text where applicable.

We use 128-bit SSL (secure sockets layer) encryption technology to keep your financial details secure.

Contact Us

Email: hello@mokye.com.au