



## **Terms of Sale**

Johns Group Pty Ltd ACN 643 369 813 trading as Pro Facemask

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## Details

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### 1. Background

The term and conditions contained in this Terms of Sale constitute a legally binding contract between Johns Group Pty Ltd ACN 643 369 813 (**Pro Facemask, Company, We, Our, Us and other similar terms**) and You (**Customer, You, Your and other similar terms**). These terms and conditions apply to the Goods ordered by Customer via Our website located at the URL [www.profacemask.com.au](http://www.profacemask.com.au) (**Site**)

Our contact information is as follows:

**Johns Group Pty Ltd ACN 643 369 813**

6, McGee Avenue, Wamberal NSW 2260

Email: [admin@profacemask.com.au](mailto:admin@profacemask.com.au)

### 2. Offer to purchase

The terms and conditions in this document apply after You have made an Offer to purchase the selected Goods from the Company at the prices indicated. The price of the Goods includes:

- (a) the Goods ordered;
- (b) any applicable taxes;
- (c) shipping costs (if applicable) as shown;
- (d) insurance to the Customer's delivery address.

### 3. Acknowledgment

- (a) You acknowledge and agree that You have had sufficient opportunity to read and understand the terms and conditions on which We are prepared to accept Your Offer and that You are legally able to make such an Offer.
- (b) You acknowledge that these terms and conditions were brought to Your attention prior to making the Offer to purchase the selected Goods.
- (c) If making an Offer, You warrant that:
  - (i) the information provided regarding the delivery address and Your contact information is accurate;
  - (ii) You understand that We may contact You to confirm the details that you have provided to Us in regard to your Offer and your Account with Us.
- (d) By clicking the "I accept" button, You are agreeing that the terms and conditions contained in this document apply to the Goods purchased.

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## 2. Definitions & interpretation

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### 2.1. Definitions

In this Terms of Sale, unless the context or subject matter otherwise requires:

**Account** means the details including a user name and password that provides You with access to Our Site to view Your Order history.

**Agreement** means the terms and conditions contained in this Terms of Sale, including the selected Goods, the Returns Policy, any schedules, annexures or documents incorporated by reference.

**Anticipated Shipping Time** means the amount of time that the Company expects that it will take before the Goods will be delivered.

**Australian Consumer Law** means the law as set out in the *Competition and Consumer Act 2010* (Cth).

**Consequential Loss** means any indirect, special or consequential loss or damage and any loss of income, loss of revenue, loss of profit, loss of production, loss of goodwill, loss of use, loss of financial opportunity, financing costs, loss of business or loss of business opportunity, loss of contract, loss from third party claims or failure to realise anticipated savings (whether the loss is direct or indirect).

**Goods** means those items which the Customer has offered to purchase from Pro Facemask as shown on Our Site at the time You agreed to be bound by these terms and conditions.

**GST** means Goods and services tax or other tax that is substituted or replaces the GST tax.

**Offer** means the offer by the Customer to purchase the selected Goods as shown on Our Site at the time You agreed to be bound to these terms and conditions.

**Order** means an Offer which has been accepted by the Company to provide the Goods to the Customer on the terms contained in this Agreement.

**Parties** or **Party** means the Pro Facemask and the Customer that are parties to this Agreement as the case and the context requires.

**Price** means the total amount of money to be paid for the Goods shown on the Order received from the Customer.

**Returns Policy** means the Company's policy by which it will allow Customer to return Goods as provided on Our Site.

## 2.2. Interpretation

In this Agreement:

- (a) a reference to:
  - (i) one (1) gender includes the others;
  - (ii) the singular includes the plural and the plural includes the singular;
  - (iii) a person includes a body corporate;
  - (iv) a document or instrument includes the document or instrumented as novated, altered, supplemented or replaced from time to time;
  - (v) a Party includes the Party's executors, administrators, successors and permitted assigns;
  - (vi) a statute, regulation or provision of a statute or regulation (**Statutory Provision**) includes:
    - I. that Statutory Provision as amended or re-enacted from time to time; and
    - II. a statute, regulation or provision enacted in replacement of that Statutory Provision;
  - (vii) an amount of money is to an amount in Australian dollars (\$AUD);
  - (viii) time is to Australian Eastern Standard Time; and
  - (ix) a Schedule refers to a Schedule contained in this Agreement;
- (b) including and similar expressions are not words of limitation;
- (c) where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning;
- (d) headings and the table of contents are for convenience only and do not form part of this Agreement or affect its interpretation;
- (e) where a day on or by which an obligation must be performed or an event must occur is not a business day, the obligation must be performed or the event must occur on or by the next business day; and

- (f) a provision of this Terms of Sale must not be construed to the disadvantage of a Party merely because that Party was responsible for the preparation of this Agreement or the inclusion of the provision in it.

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### **3. Operative part**

#### **3.1. Sale and purchase**

The Customer has offered to purchase the items selected from Our Site at the time and has agreed that these terms and conditions apply to the Goods Ordered.

#### **3.2. Placement of Orders**

We may decline any Offer received from the Customer by providing written notice to the Customer within three (3) days of receipt of the Offer.

#### **3.3. Acceptance of Offer**

The Offer is accepted and becomes an Order when We accept the Offer as contained on Our Site at the time You agreed to be bound to these terms and conditions.

#### **3.4. Delivery**

We will deliver the Goods to the address supplied by You within the Anticipated Shipping Time. You consent to Us using the shipping company of Our choice to deliver the Goods to You.

#### **3.5. Insurance**

It is a condition of this Agreement that the We will insure the Goods Ordered.

#### **3.6. Price**

The Prices quoted by the Company and shown on Our Site when You agreed to these terms and conditions apply at the time the Offer is made by You and not at any other time.

#### **3.7. GST**

The Price is inclusive of GST.

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### **4. Use of Account**

#### **4.1. Account and password**

You agree to keep any passwords provided by Us to Our Site confidential. You are expressly prohibited from sharing Your Account details with third parties.

#### **4.2. Termination of Account**

- (a) We reserve the right to limit, cancel, suspend or terminate Your Account without notice to You and without providing a reason if We believe:
- (i) You are breaching any of the terms of this Agreement which cannot be remedied; or
  - (ii) Your use of the Account may be a breach of a third party's intellectual property rights.
- (b) You agree not to hold the Us liable for claims, demands or damages (including actual and consequential) of any kind for the closing of Your Account.

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### **5. Risk and payment**

#### **5.1. Risk**

Risk in the Goods passes to the Customer on delivery of that Order to the Customer or collection of that Order by the Customer's agent or courier as the case requires.

#### **5.2. Payment**

You agree to pay for the Goods using the credit card details You provide when making the Offer.

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## 6. Disclaimer of warranties

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- (a) You expressly acknowledge and agree that, to the maximum extent permitted by law subject to the Company's compliance with the obligations contained in the Australian Consumer Law its officers, employees, agents, expressly disclaim all warranties of any kind, whether express or implied, except the warranties that the Goods are provided with clear title, are of acceptable quality, are fit for the particular purpose for which they were supplied and that they comply with their description (**Non-Excludable Provisions**).
- (b) the Company makes no warranty that:
  - (i) the Goods will meet Your exact requirements;
  - (ii) the performance of the Goods will meet your expectations.
- (c) Customer warranties  
The Customer warrants that:
  - (i) it has provided the Company with the correct address for delivery of the Goods.
  - (ii) the Goods have been obtained at the Customers own discretion and risk;
  - (iii) it will use the Goods strictly as required by any guidelines or recommendations provided by the Company;
  - (iv) it has made its own investigations into the suitability of the Goods and is not relying on any representation not expressly made by the Company;
  - (v) it will take out any policy of insurance as advised by the Company to protect against any foreseeable risk posed by use of the Goods; and
  - (vi) no advice or information, whether oral or written, obtained from the Company in relation to the Goods creates any warranty not expressly stated herein.

## 7. Limitation of liability

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### 7.1. Limitation

Subject to any claims made because of a breach of a Non-Excludable Provision available under the Australian Consumer Law, the Company, its employees, officers and agents are not liable for any loss or damage, including, but not limited to, direct, Consequential Losses, or personal injury or death, however suffered or sustained in connection with:

- (a) any inaccurate or incorrect information provided about the Goods;
- (b) the Customer's use of the Goods;
- (c) any failure or delay including, but not limited to, the use or inability to use the Goods;

### 7.2. Agreed liability

- (a) Nothing in this Agreement attempts to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Consumer Law.
- (b) In Australia, Company's goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (c) For claims that cannot be excluded or restricted under Australian Consumer Law, the liability of the Company for such a claim will (at the Company's option and to the extent permitted by law) be limited to:

- (i) replacement of the Goods or the supply of equivalent Goods;
  - (ii) the cost of replacing the Goods or acquiring equivalent Goods;
  - (iii) repair of the Goods; and
  - (iv) the cost of having the Goods repaired; or
  - (v) the amount paid for the Goods, inclusive of GST, whichever is the greater.
- (d) Nothing in this Agreement attempts to limit or exclude liability of the Company in compliance with section 64 of Schedule 2 of the Australian Consumer Law.

## 8. Indemnity

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- (a) The Customer indemnifies, and must keep indemnified, the Company and its employees officers and agents, against any action, liability, claim, loss, damage, proceeding, expense (including legal costs) suffered or incurred by the Company, arising from or in connection with, either directly or indirectly the Customer's breach of any of its obligations contained in this Terms of Sale, including but not limited to the making of a warranty that is inaccurate or incomplete.
- (b) The Customer indemnifies, defends and holds harmless the Company, its employees, officers, authorised representatives and agents (**Indemnified Parties**) against any claim or proceeding that is made, threatened or commenced, and any liability, loss, damage or expense (including reasonable legal costs on a solicitor and own client basis) that the Indemnified Parties may incur or suffer as a direct or indirect result of:
- (i) Your breach of any provisions of this Agreement;
  - (ii) Your negligent acts or omissions;
  - (iii) Your actual or alleged breach of any law, legislation, regulation, by-law or code of conduct; or
  - (iv) any claims brought by or on behalf of a third party relating to any act or omission by You, including infringement of a third party's intellectual property rights.

## 9. General provisions

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- (a) **Assignment** - Pro Facemask may assign any of its rights and obligations under this Agreement by notifying the other Party of such an assignment. The Customer may not assign its rights under this Agreement without the prior written consent of Pro Facemask, which may be granted or withheld in Pro Facemask's complete discretion and, if granted, may be subject to conditions.
- (b) **Entire agreement** - This document contains the entire agreement between the Parties in connection with its subject matter and supersedes all previous agreements and understandings except as otherwise provided herein.
- (c) **Further assurances** - Each Party must do anything (including execute any document) and must ensure that its personnel do anything (including execute any document), the other Party may reasonably require to give full effect to this Agreement.
- (d) **Governing law and jurisdiction** - This Agreement is governed by the laws of Queensland, Australia and each Party irrevocably submits to the non-exclusive jurisdiction of the courts of Queensland, Australia.

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- (e) **Notices** - A notice, approval, consent, or other communication in connection with this agreement must be in writing sent to the address of the receiving Party appearing in this Agreement or such other address as may be communicated by the receiving Party, marked for the attention of any person nominated for that purpose by the receiving Party (and who in the absence of any such nomination is the signatory to this agreement on behalf of the Party), and may be sent by prepaid post, courier, or electronic mail. A notice, approval, consent, or other communication is taken to have been received:
- (i) five (5) Business Days after sending if sent by domestic post (ten (10) Business Days if sent by international post);
  - (ii) if sent by courier, at the time indicated by the records of the courier;
  - (iii) if sent by electronic mail, upon receipt by the sender of an acknowledgment indicating that the mail item was received by the recipient or, in the absence of a receipt or notice of failed delivery, two (2) hours from the time of sending.
- (f) **Severance** - If anything in this Agreement is unenforceable, illegal, or void then it is severed, and the rest of this Agreement remains in full force and effect.
- (g) **Survival** - Any clause which is expressed to survive, or which by its nature is intended to survive termination of this Agreement, survives termination.
- (h) **Waiver** - A Party's failure or delay to exercise a power or right does not operate as a waiver of that power or right. A waiver is not effective unless it is in writing and signed by the Party giving it.
- (i) **Warranties regarding capacity** - Each Party represents to each other that, as at the date of this Agreement:
- (i) it has taken all necessary action to authorise its entry into and performance of this Agreement;
  - (ii) it has the power to enter into and perform its obligations under this Agreement;
  - (iii) it is not aware of any thing, matter or circumstance which may prevent it from fulfilling its obligations under this Agreement; and
  - (iv) its obligations under this Agreement are valid and binding and enforceable against it in accordance with its terms.



## **Terms of Use**

Johns Group Pty Ltd ACN 643 369 813

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## 1. Site Terms of Use

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As consideration for allowing You, the User (**User, You, Your, and other similar terms**) to view the Content on the Site located at [www.profacemask.com.au](http://www.profacemask.com.au) (**Site**), You agree to the following terms of use (**Terms of Use**).

The Site is operated by **Johns Group Pty Ltd ACN 643 369 813 (Pro Facemask, We, Our, Us, and other similar terms)**. We provide You with access to the Site pursuant the terms and conditions contained herein.

You acknowledge and agree that You have had sufficient opportunity to read and understand the terms and conditions contained in these Terms of Use, and that You are legally able to agree to be bound by them.

**If You do not agree to these Terms of Use, you must not use this Site.**

## 2. Permitted use

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### 2.1. Use of Content

Content means text, data, speech, music or other sounds, visual images (animated or otherwise) in any form, or in any combination of forms as defined in Schedule 7 of *Broadcasting Services Act 1992* (Cth).

- (a) We reserve all copyright in the Content and design of the Site. We own or are the licensee of all such copyright and provide it to You under the terms of a limited licence embodied in these Terms of Use each time You visit the Site.
- (b) You may download, print, or copy Content provided on the Site for Your own use or for use within Your business. Unless provided with a mechanism to do so, You must not sell, lease, furnish or otherwise permit or cause others to access Content on the Site.
- (c) You must not use, reproduce, communicate, publish, or distribute any of the Content on the Site, unless it constitutes a fair dealing for the purposes of the *Copyright Act 1968* (Cth) (**Act**). In particular, You must not reproduce or use any of the information on the Site for commercial benefit.
- (d) Other than for the purposes of and subject to the conditions prescribed under the Act as otherwise provided for in these Terms of Use, no part of the Content may in any form or by any means (including framing, screen scraping, electronic, mechanical, photocopying or recording) be reproduced, adapted, stored in a retrieval system or transmitted without prior written permission.

## 3. Prohibitions on use

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The Site and the information contained herein must not be used in any manner that infringes Our rights. You must not:

- (a) data mine or conduct automated searches on the Site or the Content, whether through the use of additional software or otherwise;
- (b) frame or mirror the Site;
- (c) tamper with, hinder the operation of, or make unauthorised modifications to the Site or any of its Content;
- (d) transmit any virus, worm or other disabling feature to or via the Site;
- (e) abuse, defame, harass, stalk, threaten or otherwise violate the Our legal rights;
- (f) advertise or offer to sell any goods or services, or conduct or forward surveys, contests, or chain letters from the Site;
- (g) delete any author attributions, legal notices or proprietary designations or labels unless authorised to do so; and

- (h) use the Site to send commercial, unsolicited, or bulk electronic messages to anyone or in any other way which would constitute an infringement of the *Spam Act 2003* (Cth).

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## 4. Privacy Policy

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In using the Site, You are deemed to have read, understood, and accepted Our Privacy Notice.

## 5. Provision of service

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- (a) We may, without notice, suspend access to the Site or disconnect or deny You access to any part of the Site during any technical failure or maintenance period.
- (b) We may also choose in Our sole discretion to block or deny You access to any of the Content contained on the Site.
- (c) We may make improvements and or changes to Site and the Content at any time without notice. We do not warrant that the information, architecture or navigation will not change now or at any time in future.

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## 6. Limitation of liability

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### 6.1. No duty of care

- (a) You access the Site at Your own risk and are responsible for compliance with the laws of Your jurisdiction in addition to these Terms of Use.
- (b) The Site is available for You to use; however, We assume no duty of care to You. We make no representation and provide no warranty regarding the quality, accuracy, completeness, merchantability, or fitness for purpose of the Content on the Site.
- (c) If relying on the Content, You must make Your own investigations to ensure its accuracy before doing so.

### 6.2. Disclaimer of warranties

You expressly acknowledge and agree that, to the maximum extent permitted by law:

- (a) Your use of the Site is at Your sole risk. The Site is provided on an "as is" and "as available" basis. We and Our officers, employees and agents, expressly disclaim all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement;
- (b) We make no warranty that:
  - (i) the Content will meet Your requirements;
  - (ii) the information contained in the Content is accurate or reliable;
  - (iii) the Content will be uninterrupted, timely, secure, or error-free;
  - (iv) the quality of the Content, or other material obtained by You through the Site will meet Your expectations; and
  - (v) any errors will be corrected;
- (c) any Content downloaded or otherwise obtained through the use of the Site is accessed at Your own discretion and risk, and You will be solely responsible for any damage to Your computer or loss of data that results from the download of the Content; and
- (d) no advice or information, whether oral or written, obtained by You from the Site or through or from the Content creates any warranty not expressly stated herein.

### 6.3. Limitation of liability

- (a) Except for certain statutory warranties under consumer protection laws We do not provide any guarantee or warranty or make any representation of any kind, either express or implied, in relation to the Content or Your use of the Content on the Site.
- (b) Subject to any claims available under consumer protection laws We and Our officers, employees and agents are not liable for any loss or damage, including, but not limited to, direct, indirect or consequential losses including any form of consequential loss such as any third party loss, loss of profits, loss of revenue, loss of opportunity, loss of anticipated savings, pure economic loss and an increased operating cost, personal injury or death, however suffered or sustained in connection with:
  - (i) any inaccurate information provided on the Site;
  - (ii) Your use of the Content;
  - (iii) any failure or delay including, but not limited to, the use or inability to use any of the Content;
  - (iv) any interference with or damage to Your computer systems which occurs in connection with use of the Site or any of its Content;
  - (v) the cost of procurements of substitute goods and Content resulting from any goods or Content purchased or obtained through the Content;
- (c) For claims that cannot be excluded or restricted under consumer protection laws, Our liability for such a claim will (at Our option and to the extent permitted by law) be limited to:
  - (i) if the breach relates to Content:
    - I. resupplying the Content or its equivalent; or
    - II. paying the cost of having the Content or its equivalent resupplied.

### 6.4. Links to other Sites

- (a) The Site may contain links to Sites which are owned and operated by third parties which are not controlled by Us.
- (b) In relation to the other Sites which We link to, We:
  - (i) provide the links as a convenience to You and the existence of a link to other Sites does not imply any endorsement of the linked Site; and
  - (ii) we are not responsible for the material contained on those linked Sites.

## 7. Miscellaneous provisions

- (a) **Access to the Site outside the Jurisdiction** - No representation or warranty is made that the Content on the Site complies with the laws of any country outside of Australia. If You access the Site from outside Australia, You do so at Your own risk.
- (b) **Changes to these Terms of Use** - We may change these Terms of Use at Our discretion by providing notice on the Site. The version of the Terms of Use that applies to You will be available on the Site each time You visit the Site.
- (c) **Entire agreement** - These Terms of Use and any warranties implied by law which are not capable of being excluded or modified amount to the entire agreement between You and Us. Any contact with Us or Our officers, employees or agents that includes any statements representations, warranties (if any) whether expressed or implied, including any collateral agreement or warranty, with reference to the subject matter or the intentions of either You or Us are merged and otherwise are excluded and cancelled by those contained in these Terms of Use.

- (d) **Indemnity** - By using the Site, You indemnify Us and Our employees, officers and agents against any claim or proceeding that is made, threatened or commenced, and any liability, loss, damage or expense (including reasonable legal costs on a full indemnity basis) that We may incur or suffer as a direct or indirect result of:
- (i) any breach of these Terms of Use by You;
  - (ii) an actual or alleged breach by You of any law, legislation, regulation, by-law or code of conduct caused by data uploaded or downloaded from our Site;
  - (iii) any claims brought by or on behalf of any third party relating to any act or omission by You, including breach of a third parties copyright or trade mark.
- (e) **Severance** - If any part of these Terms of Use are found to be void, unlawful or unenforceable then that part will be deemed to be severable from the balance of the document and the severed part will not affect the validity and enforceability of the remaining Terms of Use.
- (f) **Trade marks** - We may be the owner of several common law, or where indicated, registered trade marks which appear on the Site. Unauthorised use of these trademarks will infringe Our intellectual property rights. We reserve Our right to act against You if You infringe Our intellectual property rights.
- (g) **Waiver** - If We do not act in relation to a particular breach of these Terms of Use by You, this will not be treated as a waiver of Our right to act with respect to subsequent or similar breaches.
- (h) **Contact Details** – You may contact Us using the following details:
- Johns Group Pty Ltd ACN 643 369 813
  - 6, McGee Avenue
  - Wamberal NSW 2260
  - Email: [admin@profacemask.com.au](mailto:admin@profacemask.com.au)

These Terms of Use were last updated on 28 September 2021.



## **Returns Policy**

Johns Group Pty Ltd ACN 643 369 813

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## 1. Returns Policy

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This returns policy (**Returns Policy**) contains the terms and conditions that apply when You (**Customer, You, Your and other similar terms**) are considering returning the Goods purchased from Johns Group Pty Ltd ACN 609 770 050 (**Pro Facemask, Company, We, Us, Our and other like terms**). This Returns Policy forms part of the Terms of Sale that applies to the Goods ordered by the Customer.

Terms that are capitalised in this document take their meaning from the Terms of Sale or are defined herein.

## 2. Return and refund or replacement

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- (a) Requests for a refund or replacement of the Goods are to be made via email at [admin@profacemask.com.au](mailto:admin@profacemask.com.au) within fourteen (14) days of the Goods being delivered to the Customer.
- (b) Subject to clause 2(d) and to the maximum extent permitted by law, You will not be entitled to return and request a refund or replacement of damaged or defective Goods if:
  - (i) You have changed Your mind;
  - (ii) the Goods been removed from their packaging, interfered with, or otherwise tampered with, as determined by the Company acting reasonably; and
  - (iii) You have not taken reasonable steps to contact Us and request a refund or replacement of the Goods.
- (c) In Australia, Company's goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (d) For claims that cannot be excluded or restricted under Australian Consumer Law, the liability of the Company for such a claim will (at the Company's option and to the extent permitted by law) be limited to:
  - (iv) replacement of the Goods or the supply of equivalent Goods;
  - (v) the cost of replacing the Goods or acquiring equivalent Goods;
  - (vi) repair of the Goods; and
  - (vii) the cost of having the Goods repaired; or
  - (viii) the amount paid for the Goods, inclusive of GST,whichever is the greater.
- (e) Nothing in this Agreement attempts to limit or exclude liability of the Company in compliance with section 64 of Schedule 2 of the Australian Consumer Law.

## 3. Method of providing refund or replacement

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### 3.1. Refund

- (a) We will only provide Your refund by crediting the card or bank account originally used to purchase the Goods. We will not issue a refund by way of cash, cheque, or credit to any other card or account.
- (b) We aim to process all refund requests within five (5) business days of receiving them, but we make no warranty that such requests will be processed in this time frame.

### 3.2. Replacement

- (a) Your replacement Goods will be delivered to the same address we sent Your original Order to unless You request they be sent to an alternative address.
- (b) We aim to dispatch all replacement Goods within five (5) business days after We approve Your request for replacement, but we make no warranty that dispatch will occur in this time frame.



## Shipping

Johns Group Pty Ltd ACN 643 369 813 trading as Pro Facemask

Free standard shipping is provided throughout Australia for all orders.

Your order will be despatched within 2 business days. Shipping is provided by Australia Post services and delivery is estimated within 2-5 business days.

Once your order has been prepared for shipping you will receive an email with a consignment number. Upon despatch you will receive a further email providing tracking number for tracking of your order and expected delivery time. Delivery times are an estimate and are dependent on the postage delivery service and peak delivery periods in your local area. To track your delivery visit **here**.

All delivery addresses are effective upon payment and once shipped.

Please contact us at [admin@profacemask.com.au](mailto:admin@profacemask.com.au) if you have any queries in respect of your delivery including change of address