

Terms and Conditions

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Refund Policy

Ocean Melody does not offer any refunds for their products or services.

Delivery Policy

Ocean Melody takes great care with delivering your orders. Please ensure the address you have supplied is correct as redelivery will incur a fee. We are unable to accept responsibility for non-delivery if you have supplied the incorrect address and time.

Estimated time of delivery and pickup can be seen when placing an order, along with suburbs available for delivery. No delivery is available outside of these boundaries for online ordering. Online store ordering and delivery is subject to the store trading hours which may change from time to time. This takes into account the time to process an order.