

HOW TO ORDER YOUR PRODUCTS ONLINE

Step 1: Visit us online at <https://theportal.life/>

Step 2: Login using your email address and previously selected password

Step 3: Go to 'Products' to select your desired items from each category - Please note the Cannabis Whole Plant formulas have been divided into 4 sections:

- CBD Dominant (eg: 8/1, 6/1, 5:1 Balance, 5:1 Flow etc)
- CBD/THC Blends (eg: 1/1 and 1/3)
- THC Dominant (eg: 1/5, 1/8, 1:6 Balance etc)
- HMI & Hydro Atomiser Solutions (Eg HMI Release, 5;1 Vitality; 1:1 Creativity & 1:6 Balance Nasal sprays)

Step 4: When you have finished, select the CART icon and follow the prompts to enter your shipping details, or select Local Pick-Up if you prefer to collect your order at our Newcastle office

Step 5: Make payment online using your Credit Card, or your Stripe account

Step 6: Once payment is complete, you will receive an order confirmation from orders@theportal.life

Step 7: You will also receive confirmation of your payment from Stripe

Step 8: Australia Post will email you with your Parcel Tracking Number once your order has been dispatched from our distribution team at Church of Ubuntu PO BOX 200 Newcastle NSW 2300

Step 9: If you have selected Local Pick Up, our Dispatch team will contact you to let you know that your order is ready for collection

SHIPPING & DELIVERY: Shipping is via Express Post and usually takes 2-3 working days. If for some reason you do not receive an AU Post tracking number or you need to change your postal address or have any concerns about the products you have received, pls follow the below steps:

- Go to 'Current Order' in your profile.
- Click on 'Contact Request' and lodge a query here. Our dispatch team will then contact you to resolve your issue.

If you have received an AU tracking number and would like to know the delivery status of your order, please contact Australia Post.

COLLECTION: 97 Hunter St, Newcastle. Ordered and paid prior to pick up.

OFFICE HOURS: Monday to Friday 10am - 5pm (Excluding Public Holidays)