

Delivery Policy

Shipping/Delivery/Fulfilment

This policy sets out details of fulfilment and delivery for your online purchases. If you require clarification or have any questions please contact us.

WHERE WE DELIVER

We will deliver to most (not all) addresses within Australia. Some remote areas may not have 'to door' delivery.

HOW AND WHEN WE DELIVER

Our preferred transport companies are Australia post, Courier Please, Fastway, Freight Exchange.

All deliveries are made between 8.00am to 6.00pm Monday to Friday. Please allow from the confirmation of your order

- 2-7 working days to deliver to a capital city and its immediate suburbs in any State;
- 3-10 working days for delivery to most large regional towns; and
- 7-14 working days for delivery to isolated or remote locations not serviced directly by the above carriers.
- During peak periods (Easter, Xmas), delivery may take longer
- Express post items are as per Australia post express delivery times within the Express post network.
This express delivery time is after our despatch.

Please note that these delivery times are estimates only, and actual delivery times may vary. Large items may require extra handling and may take longer to transport.

We undertake to despatch goods within 48 hours (excluding weekends) and should there be any delays regarding stock availability the customer will be notified by email. A refund or backorder is offered for out of stock items.

LARGE ITEM DELIVERIES AND PARCEL WEIGHT and PARCEL QUANTITY CONDITIONS

Our automated checkout delivery pricing is restricted to 1 parcel with a maximum weight of UP to 20kg for postal delivery and up to 25kg for courier delivery.

If your order cannot be packed within 1 parcel, you will be notified of any charges applicable for a second or more parcels.

Actual delivery costs may vary in accordance with order value, parcel size and quantity of parcels.

We may subsidise delivery costs for larger orders (subject to a quote) Customers **are advised by email if there are any variations to the automated checkout delivery charges prior to despatch.**