

SHIPPING & RETURNS POLICY

The Goods will be delivered to the delivery address specified on the Order. The Goods are delivered Australia wide and in New Zealand using TNT, Direct Freight Express, Railroad Transport, or Fastway Couriers. Shipping costs are influenced by the type of Goods, the size, dimensions and weight of the Goods, and your location. Exact shipping costs are calculated in the shopping cart and will be added to the order total before checkout.

Orders are generally dispatched within one business day from receipt of official purchase order. Shipping and delivery times are an estimate only and not a contractual commitment, Shipping and delivery times are outside of our control, and are dependent on factors including sale and campaign seasonality, availability of the Goods, order volumes, the relevant shipping company's operations and your location. Please be aware deliveries outside of metropolitan areas may take longer. This service will require your signature when the parcel is delivered.

Orders may be fulfilled from multiple locations at different times, depending on the availability of the Goods.

The Customer or a person over the age of 18 must be available to accept delivery at the delivery address on the agreed date between the Customer and the delivery agent. If no-one is at the delivery address or there is limited access to the delivery address, the delivery agent will leave a collection card with instructions on where to collect the goods.

Customer Service Policy

We are committed to providing exceptional customer service and quality Goods. We endeavour to make sure that all Goods listed are currently in stock and pricing is true and correct. In the event that Goods ordered are not available or we are unable to fulfil your order we will notify you, generally within two business days, to arrange your purchase of an agreeable alternative item, a back order, or a full refund.

Exchange and Refunds Policy

Please choose carefully before you buy. We do not accept returns or exchanges for "change of mind" reasons.

All requests for returns of faulty or defective Goods must be made in accordance with our Terms and Conditions. All requests are to be made in writing to us, within fourteen (14) business days from the date you first noticed or experience the alleged fault or defect, with the following information:

- Your full name;
- Your order number;
- The reason you are seeking return of the Goods;
- Your instructions informing us how you would like the issue resolved; and
- A copy of your payment receipt.

This will ensure we have all the information to resolve quickly, or should we need to contact you.

Please note: Standard postage fees apply to all return orders. Where the return relates to faulty Goods, the replacement will be sent out to you, at no charge, within five (5) working days from the date we receive the faulty Goods.

In addition to your rights and remedies available under the *Australian Consumer Law (in Australia)* or the *Consumer Guarantees Act or the Fair Trading Act (in New Zealand)*, we may offer an express warranty in relation to certain Goods (**Warranty**). When provided, the Warranty period and its Terms and Conditions may vary. Please refer to the packaging of the Goods, our brochures and the descriptions published on our website to determine the Warranty term and Warranty conditions applicable (if any) for your purchase.

If you are located in Australia, Our Goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and for 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.

Nothing in our Terms and Conditions is to be interpreted as excluding, restricting, or modifying any State or Federal legislation applicable to the supply of the Goods which cannot be excluded, restricted or modified.

Full Terms and Conditions for are set out in the [Terms & Conditions](#) governing the sale of our Goods to you.