



# Access Hardware Dispatch and Delivery Policy

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# Dispatch and Delivery Policy

## Dispatch & delivery policy for online purchases

This dispatch and delivery policy applies, in addition to the Terms and Conditions (Conditions), to all Products purchased via the Access Hardware Online Store at [www.accesshardware.com.au](http://www.accesshardware.com.au). This policy does not apply to Services, the times for providing the Services to You are as set out in the relevant Order. The definitions in the Conditions (to the extent used in this policy) apply throughout this policy, unless the contrary intention appears.

## Order acknowledgement & updates

Once an Order is placed via the Access Hardware Online Store, You will receive email updates at each step of the dispatch and delivery process to keep You up to date with the progress of Your Order.

## Non Stocked Products

Due to the nature of some products being very specific in purpose or application, not all Products are stocked by Us. These Non Stocked Products are made to order and are products that are not stocked by a manufacturer or by Us and have been purchased in by Us specifically for Your Order. These Non Stocked Products usually have an extended dispatch date and lead time for delivery from the supplier and Us.

## Stock on hand

We will use reasonable endeavours to show the correct available stock levels, however out of stocks will occur from time to time and for a number of reasons. We will use reasonable endeavours to source out-of-stock Product from within our branch locations or from suppliers as soon as reasonably practical.

## Export orders

The Access Hardware Online Store has been launched to aid and assist our customers within Australia. If however You are overseas and place an order through our Online Store, We will be in contact with You to advise shipping costs and options, as well as dispatch dates.

Please be advised that orders sent to international addresses may incur local taxes and import duties. These are entirely Your responsibility and payable by You. These charges are not refundable by Us in the event of a Product return (unless required under Australian Consumer Laws) or credit request.

Subject to Australian Consumer Laws, any Product approved for a return, must be returned at the senders expense. No charges for international shipments will be accepted by Us.

## Dispatch fees

The price of Your Products ordered does not include shipping or handling charges. These are added at the checkout, or in some cases where a particular Product requires specialized transportation, a quote for dispatch will be arranged and You will be advised of these additional fees. Shipping and handling costs, minimum invoice values and any other additional charges (if applicable) will be added at the checkout and You will be asked to confirm the Order, including all additional charges.

## Estimated dispatch timeframe

We will use reasonable endeavours to dispatch all Orders within 1-2 business days where Products ordered are stocked in a local Access Hardware branch. For Products that are Non - Stocked Products, We will use our reasonable endeavours to dispatch Products within 1 business day of the Products arriving at the particular Access Hardware warehouse dispatching the Order to You.

## Transit time

Whilst We will use reasonable endeavours to dispatch orders within the above timeframes, transit times will vary depending on the address location. Due to geographical circumstances, some locations may take longer to receive deliveries.

## Deliveries

We use several carriers for deliveries depending on the customer's location. Some carriers use a signed consignment note system and will not leave parcels unsigned for at a delivery address.

Deliveries left unattended at Your address at Your request are Your responsibility. You accept that We will not be liable to replace the Product in these circumstances.

You may receive Your Order in one complete delivery or in multiple deliveries.

## Dispatch delays

In some circumstances, dispatch of Your Order may be delayed. The following sets out some of the common reasons for dispatch delays:

- if items are on backorder from a supplier especially items that are Non Stocked Products or in transit from overseas;
- if a supplier is unable to receive an order for whatever reason;
- during public holidays or periods of industry wide shut-downs, such as Christmas and Easter;
- if a customer's account is on credit hold;
- if any of the customer, order, dispatch or delivery details are incorrect;
- if a transport company experiences issues during delivery; or
- acts of God.