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## STAIR NOSING AUSTRALIA TERMS AND CONDITIONS.

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### DELIVERY POLICY

#### Shipping costs

We use TNT as our interstate courier, and local couriers for intrastate. When you check out you are asked for your shipping address and TNT will automatically calculate shipping.

#### PLEASE CHECK CAREFULLY THAT YOU ENTER THE CORRECT DETAILS.

If the TNT shipping calculator on the check out page indicates that it cannot deliver to that location, please call your account manager on 0422 803 365

#### Do I get notified when my order is placed?

Once your payment has been processed, you will receive a phone call and an email to let you know we have received your order.

Our warehouse will pack your order after payment is received.

We will advise you when your item(s) have been shipped.

If you do not receive an email within 2 business days of placing your order, please check your junk and spam folders first, if you still do not find a confirmation email, please contact your account manager [daphne@stairnosingaustralia.com.au](mailto:daphne@stairnosingaustralia.com.au)

#### When will I receive my order?

Delivery of your order will depend on availability of **stock**, **size of lengths** and **type of items** ordered. You will be notified personally of the expected production schedule.

Courier delivery time from warehouse **once your order is ready for dispatch** depends on the delivery location. The freight turnaround time for the following states is generally 2 days.

States	ETA - Delivery
Victoria	1 to 2 business days
NSW	1 to 2 business days
Qld	1 to 2 business days
ACT	1 to 2 business days
SA	2 to 3 business days
SA (some regional areas)	2 to 3 business days
WA	5 to 6 business days (TNT)
NT – Will vary on delivery locations	3 to 5 business days
TAS	3 to 4 business days.

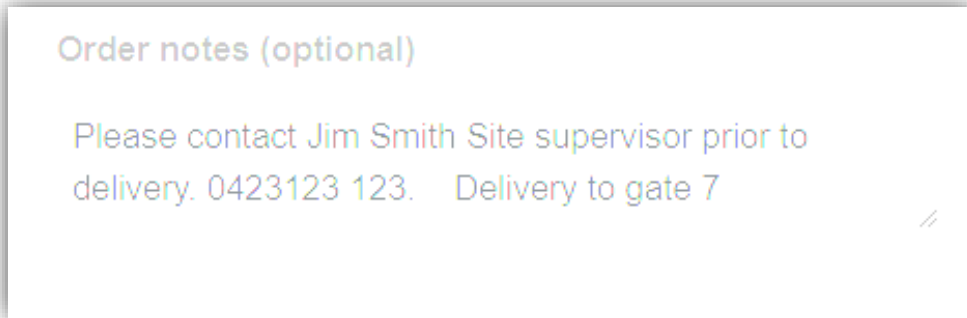
#### Can I pick up from the warehouse?

- ⇒ Please call your account manager on [0422 803 365](tel:0422803365) if you require pickup from warehouse.
- ⇒ Times for warehouse pickup in Sydney and or Perth may vary.
- ⇒ Weather can affect deliveries, such as floods, bush fires, derailments. We will inform you of any delays.

⇒ COVID-19 may also have an influence on deliveries.

### Requirements for manual handling or forklift?

If a large order is going to be delivered such as stair nosing on a palette, the delivery truck will most likely have a tailgate. It is important that in this situation a forklift be provided. It is not the driver's responsibility to undertake any heavy manual off-loading. If delivery is to a building site, then clear access must be made available, and handling requirements adhered to. In addition you must provide a **Site Supervisors name and phone number** in note section on the check-out page.



Order notes (optional)

Please contact Jim Smith Site supervisor prior to delivery. 0423123 123. Delivery to gate 7

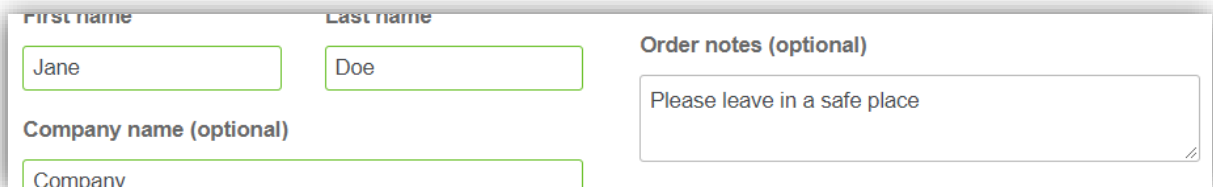
If in any way you need more information about deliveries, please contact your account manager on 0422 803 365, or [daphne@stairnosingaustralia.com.au](mailto:daphne@stairnosingaustralia.com.au)

⇒ Couriers will not deliver stair nosing or stair nosing samples to a PO box.

### What if I am not home to receive delivery?

- ⇒ TNT will notify you that there was a missed delivery and provide you with an SMS to book a re-delivery.
- ⇒ Couriers will no longer leave consignment with neighbours.

The easiest way to ensure delivery is to fill out Note section at time of checkout. You may “allow the courier to leave in a safe place.”



First name Last name

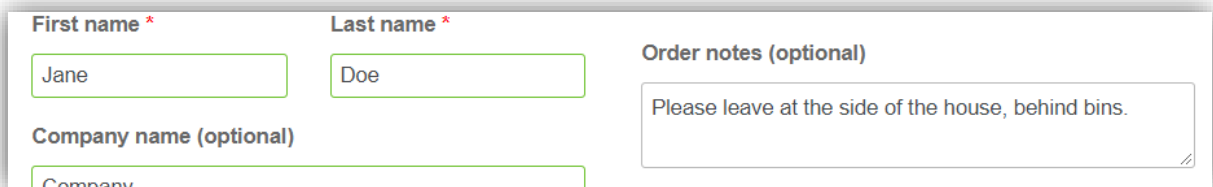
Jane Doe

Company name (optional)

Company

Order notes (optional)

Please leave in a safe place



First name \* Last name \*

Jane Doe

Company name (optional)

Company

Order notes (optional)

Please leave at the side of the house, behind bins.

- ⇒ You cannot organise your own courier, **unless** you wish it to be delivered by our courier to another depot. This may happen if your business is in Northern Territory but you use a courier company based in Adelaide to ship all your freight; then please list that delivery address on the check-out page, and please make a note.
- ⇒ When we supply you with the consignment note, you can track your delivery. If you believe that the order has not been delivered, contact Daphne on 0422 803 365

### **Incorrect delivery address**

If you enter an incorrect delivery address, then contact us. We may be able to track your order and have it redelivered. **Please ensure correct delivery addresses are entered at checkout.**

### **Stock availability**

When you order from our website, it will; notify you immediately, if the stock you wish to order is unavailable. The stock may be coming into the warehouse, so please call on 0422 803 365 and speak to your account manager to determine lead times.

### **RETURN POLICY**

#### **Change of mind**

- ⇒ If you have selected a stair nosing product, and order the nosing off the website, and then change your mind upon receipt of the stair nosing we will not offer a refund.
- ⇒ If you have selected quantities, and dimensions such as the cut lengths of stair nosing products, off the website, then subsequently change your mind upon receipt of stair nosing, we will not offer a refund.
- ⇒ If you entered an incorrect delivery address, we will not offer a refund, but will attempt to trace the delivery.
- ⇒ We will not refund delivery fees.
- ⇒ You may call us up to 2 business days after placing your order to see if we can change your stair nosing product and or cut lengths. Call your account manager Daphne on 0422 803 365 or email at [daphne@stairnosingaustralia.com.au](mailto:daphne@stairnosingaustralia.com.au)
- ⇒ If your stair nosing arrives damaged, or defective in anyway, we ask you to please send us photos and email them to [daphne@stairnosingaustralia.com.au](mailto:daphne@stairnosingaustralia.com.au). We will provide you with replacement of those lengths that are damaged should we determine that the product received was in fact faulty when it left the warehouse, or perhaps damaged in transit. Please also provide information such as order number details, and delivery address.

You are always welcome to contact [daphne@stairnosingaustralia.com.au](mailto:daphne@stairnosingaustralia.com.au) or call 0422 803 365 if you need to speak to us regarding any product issues or return/refund queries.

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**Thank you from the team at Stair Nosing Australia.**

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