

## **Customer Deliveries and Pick Up of goods**

As all goods may not be available for collection from all stores, goods ordered may need to be delivered from our main distribution centres for collection at your nominated store, however here are some points you should know about our delivery services.

- All deliveries are covered under our warranty. In the unlikely event goods are damaged during the delivery process, the goods are covered under your warranty.
- You can opt for us to unpack and assemble your goods for a nominal fee as well as remove all packaging for you.
- Some of our goods require specialised equipment to move due to the weight and size and our team on independent contractors are trained to deliver your goods safely into your home.

### **Delivery Fees**

Delivery fees vary depending on the goods you have ordered, the quantity of goods orders and the geographical location of the delivery. Delivery fees start at \$45 (Incl GST) for small single items with an average delivery fee of \$65 Inc GST, however please see our sales team in store and we can confirm these charges for you at the time you place your order.

If there are special considerations that need to be taken into account for the delivery, such as flights of stairs, please let your store team know at the time you are placing your order.

If you have nominated us to deliver your goods, our customer service team will contact you prior to the delivery to confirm your delivery date. Please note that full payment must be received prior to the delivery date as we cannot accept Cash On Deliver (COD) payments. On the day of your deliver, our independent deliver contractor will contact you to provide you with an approximate time the delivery will take place. Due to rare unforeseen circumstances, these times may change throughout the day.

On the day of delivery, please ensure someone is present to sign for the goods being received and where possible, please clear enough room for the goods to be delivered to your home so we can ensure the safety of you and our team.

If no one is present and/or we are unable to deliver the goods, these will be returned to our distribution centre and additional charges to re-deliver the goods may be incurred.

We can also offer, at an additional charge, the following services to compliment your delivery

- Un-pack & Rubbish Removal
- Assembly – Assembly charges will vary according to your chosen product.

### **Customer Pick Up/Collection orders**

Should you elect to collect your goods from the store or our state distribution centre, our store or customer service team will be in contact with you to arrange a suitable collection time and date. Please ensure you have arranged suitable transport and packing tools (E.g. blankets, ropes etc) for your goods as most of our goods are pre-assembled. Also please bring a friend to help as some of our items can be heavy or bulky. Please note that in the interests of safety for you and our team members, not all goods are available from our stores and may need to be collected from our distribution centres.

***For confirmation of any of the delivery fees and charges, please see one of our team members in store.***