



A Division of Warehousing Equipment Pty Ltd.

ABN: 8916 4168 594

1 Paramount Road, Footscray West

P.O. Box 4049, Footscray West,

Victoria, 3012, Australia

Telephone: (03) 8378 7700 Facsimile: (03) 9314 6300

www.warequip.com.au sales@warequip.com.au

Online Shopping Policy

March 2016

Stock Availability

Warequip Solutions will endeavour to supply all items published in their online stores. Where an order cannot be filled immediately you will be advised as soon as possible via email of the estimated delivery date and your order is backordered. If you need to cancel your order due to delayed delivery please advise as soon as possible.

Delivery Standards

In most cases items are shipped via Aust Post e Parcel unless they exceed the size limitations of Aust Post. Warequip will endeavour to despatch all orders within 1-2 working days of receiving your order. Aust Post standard delivery time is within 3-7 business days from despatch. If you wish to have your items delivered via couriers please contact our customer service department toll free 1800 337 711 to place your order. Warequip Solutions accepts no responsibility for Aust Post postage delays as this is out of our control. During busy postage period (e.g. Christmas) delivery times may increase. Warequip will not refund delivery charges due to delayed delivery.

Tracking Your Item

Once your order is despatched via Aust Post you will receive an email from Aust Post with tracking details, you can track your order online at www.austpost.com.au. If your order is shipped via another courier tracking details can be provided upon request.

Tax Invoices

Warequip Solutions will supply a compliant tax invoice with the delivery of your goods.

Incorrect Details Supplied

In the event that you supply incorrect delivery information and your parcel is unable to be delivered. The items will be returned to Warequip Solutions who will contact you to confirm redelivery details, In cases where incorrect details have been supplied a re-delivery charge will apply.

Unclaimed Items

Aust Post will attempt to deliver your goods to your address. However, if you are not home or unavailable at the time of delivery a card will be left notifying you of a pickup location (generally your local post office). These items are held at this location for a Maximum of 7 days upon which they are returned to Warequip Solutions and you will be charged a re-delivery fee for a second delivery.



Manual Handling and Material Handling Solutions

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Transit Cover and Lost Parcels

If Transit covered is selected on check out your goods are covered if they are lost in transit. If Aust Post deem your item lost in transit Warequip Solutions will provide replacement goods sent to you at no additional charge.

If no Transit cover is selected and your goods are lost in transit you are not entitled to compensation, Warequip Solutions will lodge a claim with Aust Post to try and locate the item however no replacement is supplied.

Returns

You can return items to us if they are:

- faulty
- incorrectly described
- different from sample shown
- not of an acceptable quality

To ask for an exchange, repair or refund, you'll need to provide evidence that you purchased the product from us via an order confirmation, Tax Invoice or proof of purchase.

All claims must be made in writing (with images if relevant) within 7 days from date of delivery to sales@warequip.com.au. We will access the claim and if it is found to be faulty or unfit for its intended purpose we will offer you an exchange, repair or refund (depending on issue).

All refunds issued will be made using the same method as your original payment.

If parts can be supplied to replaced damaged components Warequip Solutions will post these free of charge.

If your item needs to be returned to Warequip Solutions for repair or exchange we will provide you appropriate postage label and you simply lodge the package at local post office (no postage charge to you). Warequip Solutions will return the repaired item to you at no additional charge once repaired.

Warranty Returns

Warequip Solutions warrants its products for a period of 12 months against defects in materials and workmanship under normal use and service. Please refer to our returns procedure and follow this same procedure for warranty claims.

Change of Mind Returns

Goods will not be accepted for credit unless prior agreement is made with Warequip Solutions and a Return Authority Form is issued. Any change of mind returns will incur a restocking fee (20% of the invoice value) and it is the purchaser's responsibility to return the goods to Warequip Solutions. No freight charges will be credited for change of mind returns.