

# Delivery Policy

## Shipping, Dispatch & Delivery Information

The BBQ Store Pty Ltd | ABN: 62 147 926 305 | ACN: 147 926 305

**NOTICE:** This page is a summary. For the complete statement of The BBQ Store's delivery policy - including risk and title, missed deliveries, redirect fees and the interaction with your ACL rights - please refer to Section 7 of our Terms & Conditions of Sale. In the event of any inconsistency, the Terms & Conditions prevail.

## Order Confirmation

After placing your order online, you will receive an email confirmation containing your order details (if you have provided your email address). Our system will normally confirm receipt of your order within a few minutes.

## Click & Collect

The BBQ Store Pty Ltd offers customers the option to collect Goods from our Prestons store. This is a free service available to all customers.

- Before completing your purchase, select 'Click and Collect' under Shipping Method; and
- Wait for our friendly team to contact you when your product is ready to collect from our Prestons store.

## Standard Delivery - Bulky Goods

(BBQs, Smokers, Outdoor Kitchens, Fridges, etc.)

Most of our products are classified as bulky goods. Standard delivery is kerbside or ground-floor only. Most items are dispatched via Australia Post. Larger goods are dispatched via courier services appropriate to the size, weight and destination of the order.

The courier will deliver to the nearest safe and accessible point at your property, such as the:

- Driveway or garage entrance;
- Front door (if accessible without stairs); or
- Building entrance or loading dock for units and apartments.

Please note:

- Couriers are not able to carry items upstairs, into homes, backyards or through side paths;
- Couriers usually operate alone and cannot provide additional assistance with heavy items; and
- Delivery drivers may place items inside a garage or carport if it is easier to access than the front door.

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If you require delivery beyond standard kerbside, please contact our sales team on 1300 041 051 before placing your order. An upgraded delivery service is available for an additional cost.

## Heavy & Bulky Goods - Site Requirements

Goods weighing more than 35 kg (consistent with SafeWork Australia manual handling limits) require appropriate site access for safe delivery. Specialised trucks with a tailgate lift are used for these items, and an additional delivery fee may apply.

If your premises does not have a raised loading dock or forklift access, you must request a tail-lift truck at the time of ordering. The applicable charge will be disclosed to you before your order is confirmed.

## Units and Apartment Deliveries

We deliver to units and apartments, but deliveries are ground-floor only. Couriers cannot carry bulky items upstairs or through lifts or common areas. Please ensure someone is available to assist with moving heavy items from the ground floor.

## Dispatch Timeframe

Most in-stock items are dispatched within 1 business day of order confirmation. Special Orders are dispatched in accordance with clause 6.2 of our Terms & Conditions. We will notify you promptly if dispatch is delayed for any reason.

## Delivery Timeframe

Delivery times vary depending on the product, location and courier schedules. The following are estimates only:

- Metro Sydney: 1-2 business days
- Other metro areas: 5-10 business days
- Regional areas: longer, depending on courier availability

Once your order is dispatched, you will receive tracking information. Your rights in relation to unreasonable delays are preserved under the ACL.

## Delivery Costs

Delivery costs are calculated based on the size and weight of the item and the delivery postcode. Costs are displayed at checkout before you complete your purchase.

## Risk and Title

Risk in the Goods passes to you upon delivery. Title in the Goods passes to you upon receipt of full payment.

## Delivery Address

You are responsible for providing an accurate and accessible delivery address. We are not liable for delays or non-delivery resulting from an incorrect or inaccessible address you have provided.

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Please double-check all delivery details before placing your order. Once a courier has dispatched your product, it is not always possible to change your delivery address. If the courier is unable to change your delivery address and the product is returned to our warehouse as a result, you will need to pay the additional cost of having the product re-delivered to your correct address.

### Signatures and Missed Deliveries

A signature is required at the time of delivery unless you provide an authority to leave instruction. If no one is available:

- The item may be taken to the courier depot or local post office;
- You will have 48 hours to collect your item before it is returned to our warehouse; and
- Re-delivery of returned items will incur additional shipping charges.

### Dangerous Goods

We are unable to deliver dangerous goods (such as filled gas bottles, aerosol cans, paint, etc.). Empty gas bottles can be delivered.

### Express Shipping

Express delivery via Australia Post is available for smaller items and will be displayed as a delivery option at checkout where eligible. Express delivery timeframes are estimates provided by Australia Post and are not guaranteed by us.

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### Contact Us

<b>Phone</b>	1300 041 051
<b>Email</b>	sales@thebbqstore.com.au
<b>Web</b>	www.thebbqstore.com.au
<b>Hours</b>	Mon-Fri 9am-5pm, Sat 9am-4pm (AEST)
<b>Address</b>	Unit 2/4 Avalli Road, Prestons NSW 2170