

Shipping & Returns

Product Description Version — Quick Reference Guide

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

Shipping

Shipping Costs

Shipping costs are calculated based on the size, weight and delivery postcode of your order and are displayed at checkout before you complete your purchase. If the shipping cost shown at checkout seems incorrect, please contact us before placing your order - we are happy to check whether a better rate or a current promotion applies.

Free Shipping

We run free shipping promotions from time to time. Subscribe to our newsletter or check our website for current offers.

Shipping Options

We offer standard delivery on all orders. Express delivery via Australia Post is available for smaller items - select your preferred option at checkout.

Contact Us About Shipping

Phone: 1300 041 051 | Email: sales@thebbqstore.com.au | Live chat on our website

Monday to Friday 9am-5pm and Saturday 9am-4pm (AEST)

Delivery

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.

Dispatch

Most in-stock items are dispatched within 1 business day of order confirmation. We will notify you promptly if dispatch is delayed for any reason. Product availability and estimated dispatch time are displayed under the 'Buy Now' button.

Estimated Delivery Timeframes

- Metro Sydney: 1-2 business days
- Other metro areas: 5-10 business days

- Regional areas: longer, depending on courier availability

Tracking details are emailed once your order is dispatched.

Kerbside Delivery - Bulky Items

Standard delivery for bulky goods is kerbside or ground-floor only. The courier will deliver to the nearest safe and accessible point at your property, such as the driveway or garage entrance, the front door (if accessible without stairs), or the building entrance or loading dock for units and apartments.

Couriers cannot carry items upstairs, into your home, backyards or through side paths, and typically operate alone. Need delivery beyond kerbside? Contact us before ordering - an upgraded service is available for an additional cost.

Heavy Items Over 35 kg

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.

Units and Apartments

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.

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. Once a courier has dispatched your product, it is not always possible to change your delivery address.

Signature on Delivery

A signature is required unless you provide authority to leave. If no one is home, your item will be held at the depot or post office for 48 hours before being returned to our warehouse. Re-delivery charges apply.

Dangerous Goods

We cannot deliver filled gas bottles, aerosols or paint. Empty gas bottles can be delivered.

For full delivery terms including risk, title and your ACL rights regarding delays, please refer to our Terms and Conditions at <https://www.thebbqstore.com.au/website-terms-of-use/>

Returns Policy

Your ACL Rights

If a product fails to meet a consumer guarantee under the ACL, you are entitled to a remedy regardless of any other policy. For a major failure you may choose a refund or replacement. For a minor failure we may repair, replace or refund. To arrange a remedy under the ACL, please contact us with your proof of purchase and a description of the issue.

30-Day Change-of-Mind Returns

We accept change-of-mind returns within 30 days of you receiving your item, provided the item is unused and in brand-new condition in its original, unopened packaging, and is not a Special Order, custom, clearance or perishable item. Please contact us before returning, as unauthorised returns may not be accepted. Include your invoice and reason for return.

We offer, at your discretion, a full refund, store credit or replacement. Returns after 30 days receive store credit only. If the product packaging is damaged, opened or missing, you will be charged a minimum 10% repacking fee, with a maximum fee of 20%.

Return Shipping

You are responsible for the cost of return shipping unless the item was sent to you incorrectly or is faulty when you receive it.

How to Return

- Contact us first at sales@thebbqstore.com.au or 1300 041 051 before returning any Goods - unauthorised returns may not be accepted.
- Pack the item carefully, preferably in its original carton. Ensure the unit is clean. Damage occurring during return shipping is the sender's responsibility.
- Include your name and address, a copy of your receipt or tax invoice (proof of purchase), and the reason for the return.
- Send your item to: The BBQ Store Pty Ltd, Unit 2/4 Avalli Road, Prestons NSW 2170; or
- Bring your item to our store Monday to Friday 9am-5pm, Saturday 9am-4pm (AEST) for an in-store return.

No receipt or tax invoice? We can still provide a refund if you provide us with proof of your identity (i.e. your driver's licence).

Custom and Made-to-Order Items

Goods that are custom-made or made-to-order to your specifications cannot be returned or refunded unless they are faulty or fail to meet a consumer guarantee under the ACL. This does not affect your statutory rights.

Services

Except where the ACL requires otherwise, fees paid for Services are non-refundable once the Services have been rendered or commenced.

Free or Bonus Items

No refund, return or replacement will be given on free items or bonus items except where required by the ACL.

For our full returns, refunds and warranty policy - including ACL remedies, warranty terms and Special Orders - please refer to our Terms and Conditions at <https://www.thebbqstore.com.au/website-terms-of-use/>

Contact Us

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