

Freighting of Goods

When placing an order into our shopping cart, you will be given the option to collect your order in store or to have the goods delivered to you. There will be a list of freighting companies to choose from. We don't deliver to Post Office Boxes unless the goods are being freighted by Australia post. All deliveries must be signed for to acknowledge receipt of the goods. It is your responsibility to provide us with the correct delivery information.

Some goods are sensitive to heat so it is your responsibility to ensure that these items are received and placed into a suitable location. All goods are considered to be the property of the customer once they have been paid for and received into ownership.

If the wording 'pre-order required' is indicated in a product description, then dispatch will not be within 24 hours on a business day. There will be a delay while we wait for these goods to be delivered to us and once received by us, dispatch will then be made within 24 hours on a business day.

Dispatch of goods is within 24 hours on a business day, unless we are waiting for goods to be delivered to us. If there is a delay with supply, you will be notified in writing, and given the option to wait or cancel your order.

Freight calculators are used in our shopping cart to give you a list of freighting options. There may be other freighting companies who may offer better rates to your area. We may use other courier services, particularly for rural and remote communities or to deliver larger items which don't meet the guidelines for the courier services offered in our freight calculator. If we can get a better freighting rate to you, we will reimburse the cost difference.

If there is a fault with a product or it has been damaged in transit, please contact us immediately on (07)40412233 or email info@enviromart.com.au to resolve any issue.