

## Delivery & Returns

### For Customers Picking Up their Order

- For customers picking up a deliver, please allow approximately 24hrs for orders and payment to be processed. Custom made products may take longer to process & our Customer Service Team will be in contact with you regarding lead times.
- When we receive your confirmation of an order, a member of our team will contact you on the phone number you provided. We will confirm all details and lead times for pick-up of your order.

### For Customer Deliveries

- If delivery is required we will endeavour to do so within 3 working days of receiving your order and confirmation of payment, Custom made products may take up to 10 working days to deliver (please enquire prior to ordering if delivery lead time is critical).
- When we receive your confirmation of an order, a member of our team will contact you on the phone number you provided. We will confirm an AM or PM delivery time to the address provided with your order, on a date that is mutually agreed upon.
- We ask that you or a representative be on site to take possession and sign for the goods in order to verify delivery and secure the goods.
- If someone cannot be on site to take delivery, we ask that contact be made with our office on 1300 838729 to arrange an alternative delivery time or provide permission via email to [sales@tetrawal.com.au](mailto:sales@tetrawal.com.au) for goods to be left on site as arranged.
- All care will be taken to place your goods in the area requested, but please be aware that for safety, practicality or access reasons the order may need to be placed in a more suitable area.
- Please note that due to current Victorian Worksafe practices, drivers are unable to unload trucks by hand or carry heavy items onto customer's properties.
- In order to keep our delivery charges as cost effective as possible we allow approximately 15 minutes for our drivers to be on site to off load your delivery. Any time delays caused by our drivers being unable to access a prearranged or suitable drop off zone may unfortunately incur additional charges.
- For damaged or faulty goods, please contact our office by phone or email to verify the item's condition and make any arrangements (if required) for the items to be replaced or refunded at no cost to you.
- If you have miscalculated your quantities or incorrectly ordered the sections or lengths required and would like to return them for credit, please contact our office by phone or email to discuss the procedure and viability. An administration and freight fee will be charged to recover any costs incurred. Our Customer Service Team will calculate the credit value, including these charges and convey the amount to you, in order to receive your authority prior to any transaction or return taking place.