



Shipping

Delivery Area:

- Arcbro Pty. Ltd. delivers products anywhere in Australia* - (Subject to conditions).
- International shipping is not available. Please email us at sales@arcbro.net to make special arrangements.

Delivery Terms and Conditions:

- No goods over 20 Kg can be shipped to a PO Box
- During free shipping promotions, exclusions may apply to remote areas, including remote islands.
- Arcbro Pty. Ltd. reserve the right to change or withdraw free delivery at any time. You will be entitled to a refund or cancellation should you not wish to proceed with the order.
- Shipping quotes and charges for over-size products are based on the receiver having a forklift to unload the shipment at the receiving end.
- Some over-size shipments may require Special Delivery Conditions such as tail-gate truck delivery if the receiver does not have a forklift and this will incur more cost than the standard quoted rates. Please check the product description and ask us for more details if it is not clearly specified on the product.

Free Shipping promotion:

- During "Free Shipping Australia Wide" promotions, terms and conditions may apply for free shipping to regional areas in Australia. Freight charges may be incurred for orders shipped outside of Metro areas.
- Free Shipping is eligible for any purchase over \$99. Exclusions apply for the following purchases and will incur a shipping charge:
 - Purchases delivered to out of metro or remote areas, including islands.
 - Products that exceed 1m in length or over 20kg in weight.
 - Products that are special order or non-stock.
- Free Shipping promotion period is only valid for a limited time and subject to terminate at our discretion. You will be contacted prior to delivery to confirm freight charges.

Other options open to all our online customers, including:

- Once your order has been placed, we will contact you to let you know when your order will be available for pickup.
- Priority Same Day deliveries are available in Sydney, Melbourne and Brisbane.
- All Same Day delivery customers will be contacted prior to dispatch to ensure they are available to receive stock from the courier as transit time can be anywhere between 3-5 hours.
- Same Day delivery orders must be placed by 2pm (AEST)

Insurance:

- Arcbro Pty. Ltd. does not include insurance as part of any product purchased, this will need to be purchased separately to protect our customers from any lost goods.
- Arcbro Pty. Ltd. does not accept liability for any goods lost in transit without insurance.
- Please contact us using **Live Chat** or email us at sales@arcbro.net to purchase insurance once you have placed your order. Please include your order number.

Damaged Goods:

- We recommend you immediately inspect any goods that we deliver to you or that you collect from any of our resellers or channel partners to ensure you are completely satisfied with the goods, including that the goods are of acceptable quality, and match the description we have provided to you.

Further Information:

- Please do not hesitate to contact one of our friendly staff members to answer any further queries or concerns. The fastest way is to contact us using or **Live Chat** service or email sales@arcbro.net

Arcbro Pty. Ltd.

ACN: Australian Company Number 653 805 362 / ABN: 69653805362

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