



## SHIPPING & DELIVERY POLICY

**If you hold an account with a freight company we are happy to organize free of charge the pick up / delivery of goods to the required address providing you nominate the freight company and account number**

### **Pricing**

If you do not have an account with a freight company then we can advise you of cost for delivery and this can be added onto the cost of the goods being purchased. Charges for freight are determined on a cost only basis – we are not in the business of freight so our policy is to pass on any freight charges at cost price only without any mark up.

Cost for freight is determined by:

- Delivery address
- Weight and / or cubic volume
- Shipping method required.

### **Shipping Methods**

#### **1. Australia Post**

Australia Post has a maximum weight allowable of 20kg and length of 105cm. This means that most springs we carry in stock are not suitable to be sent via Australia Post. Only smaller components can be sent via this method

#### **2. Local Perth Metropolitan delivery**

We have an account with a local courier company that has a 2-3 hour delivery service. Due to the size and weight restrictions (20kg limit) most items are not suitable for standard (hatch back vehicle) delivery. Often a utility /van is required due to weight & length of items.

#### **3. Regional WA and Interstate**

We have a number of accounts with freight companies who deliver Australia wide. These freight companies usually only pick up & deliver freight business to business. If you are unable to nominate a business address for delivery you will be required to pick up goods from the freight depot.

#### **4. International**

International delivery can be organized for either air freight or by sea freight. Air freight which is very expensive can be approximately 2 weeks while the cheaper sea freight is 2-3 months depending on availability of cargo space. For international freight clients must also consider if they will collect goods from the point of entry into their country (eg. airport or sea port) or if they also then require local delivery from point of entry to another location.

All government duties and taxes applicable in your country are the customer's responsibility.

### **Dispatch Times**

Orders for stock items if received before 12.00pm are usually dispatched the same day if you nominate the freight company and account.

If Westralia Spring Works is organizing the freight and are waiting for quotes from freight companies then dispatch may be delayed 1-2 days while cost is determined and payment organized.

For non stock / specifically manufactured items delivery time will depend on time required to manufacture item before dispatch can occur.