



DELIVERY & RETURN POLICY

VERSION 2020-6-1.0

Delivery Region

Generally, deliveries can be arranged within Metro areas (Melbourne/Brisbane Metro), please refer to below for more details.

Delivery Conditions

1. Orders are processed and dispatched within 3 business days.
2. Accurate delivery address, recipient name and phone numbers must be provided at the time delivery request.
3. Recipient signatures must be provided on all delivery dockets upon receipt.

Delivery Method and Charges

1. Express Delivery

Express Deliveries are arranged for all goods under \$200AUD (Third-party delivery cost is est.\$8 AUD), at the cost of ABC customers. (We recommend customer pickup at our warehouse for orders under \$200AUD, you can have a free tour around our SHOWROOM.) Free deliveries can be arranged if we have deliveries going your way, delivery times are at full discretion of ABC Trade.

2. Small Truck Delivery A

Small goods valued between \$200-\$500 (dimensions less than 1.5meter, including length, width and height) are charged at \$20 per dispatchment. Free deliveries can be arranged if we have deliveries going your way, delivery

times are at full discretion of ABC Trade.

3. Small Truck Delivery B

Small goods valued between \$500-\$1,000 (dimensions less than 1.5meter, including length, width and height) are delivered for free within metro areas.

4. Big Truck Delivery A

Goods dimension more than 1.5meter in size will be charged at \$100 per dispatchment with our truck.

5. Big Truck Delivery B

Please speak to your Account Manager for options to deliver bulk building materials such as PLASTERBOARD, AAC PANELS, FLOORING BOARD etc.

Special Delivery Area

Please contact your Account Manager for delivery arrangements if your requested delivery destination falls outside of our delivery coverage.

Exchange and Returns

1. We offer exchange or return of goods if they are faulty.
2. Exchanges must be requested within 7 days of receiving orders. Non-membership customer will incur an 15% charge on returns if items are incorrectly ordered by the customer, ABC Membership customers can return goods at no extra charge. Delivery charges apply for ALL CUSTOMERS.
3. ABC reserves the right to refuse return applications after the 7 days period.

ABC Trade Outlet reserves the right to interpretation of the above policies