

## SHIPPING & DELIVERY

### **Track & Trace**

All orders placed online at [www.industrialvac.com.au](http://www.industrialvac.com.au) are delivered via courier. You can track the progress of your order from placement through to delivery.

Once your order has been packed ready for dispatch you will see a consignment number and link to track your order directly through the courier's website.

Please allow up to 24 hours for your parcel to register in the courier's system before attempting to track your order. If you have any concerns, contact our Customer Service Team by phone on 03 8597 3376 or complete our online enquiry form. We will generally respond to online enquiries within 24 hours.

### **Delivery Fees**

Your delivery cost will vary depending on the size and weight of the products you choose to purchase as well as your delivery location of choice. Normally the larger the item, the more expensive delivery will be. Extremely large goods (ie. Items requiring a two man lift) will also incur higher delivery rates. At the checkout you will be offered a number of delivery services to choose from.

***Please note: As we use couriers to deliver all parcels, products will not be delivered to an unattended address, unless advised. The courier will require a signature from an occupant at the specified delivery address at the time of delivery, if no one is available to sign for any parcel a card will be left and the parcel re-directed to the nearest Courier depot. You will then be responsible for collecting the parcel from that depot or paying an additional charge for re-delivery.***

AIV recommends all deliveries be shipped to a location that is attended during business hours, whether that is a home, work or other address, to minimise any re-delivery delays and/or fees.

You may incur additional delivery fees/freight charges within the checkout (in excess of the fees and charges specified above) for:

- Large quantity or bulk orders
- Express or urgent deliveries; or
- Non-stock and/or bespoke items

### **Bulky Items**

At checkout, you will be notified of shipping costs for your approval, these are calculated automatically by the site in accordance with our courier companies' freight charges via a courier aggregation application (supplied by Sendle). Bulky items are those with either a high weight or large cubic volume. Products are allocated as bulky as determined by the shipping methods of our courier companies. Please note if your cart contains non-bulky and bulky items your cart will be calculated accordingly.

### **Delivery Time Frames**

We use a selection of courier services with delivery times between 3-5 business days, depending on size, stock availability and location. Courier deliveries are made during business hours, Monday to Friday only.

### **P.O. Boxes and Authority to Leave (ATL)**

We are unable to deliver goods to PO Box addresses as all delivery orders are sent via courier services.

We do offer ATL, however the customer must ensure that they clearly authorise this in the 'Order Notes' on the shipping TAB of the Checkout Process. Customers authorising ATL on their orders accept full responsibility should anything happen to their parcel after it has been delivered by the courier.

### **International Shipping**

Unfortunately, AIV is currently unable to provide international shipping.

### **Reasons for order delays**

- Entry of an incorrect or incomplete address during checkout.
- The address had no-one to sign for the parcel, and "Authority to Leave" was not selected at checkout.
- Incorrect payment information was entered against the order. Please double check all details at time of checkout as your order will only be created upon receipt of payment.
- Declined credit card payment (insufficient funds)
- In the event an order is flagged for verification we may need to get in contact via phone before dispatching some orders. Personal details may need to be confirmed for fraud prevention if we are unable to verify the shipping destination to protect the card holder, and this may delay shipping.

Unit 9, 6 Commercial Court  
Tullamarine VIC 3043  
Ph: 03 8597 3376  
[sales@industrialvac.com.au](mailto:sales@industrialvac.com.au)  
[www.industrialvac.com.au](http://www.industrialvac.com.au)  
[www.tradievac.com.au](http://www.tradievac.com.au)  
ABN: 26 609 898 848



- Occasionally if a particular product is in high demand we may need to supply product from outside of our standard delivery network. This can cause delays in dispatch if orders are directed to regional locations etc.

If your order is not received within the quoted delivery period please check your order progress via your tracking number. Alternatively contact our Customer Support Team on 03 8597 3376 or complete our online enquiry form. We will generally respond to online enquiries within 24 hours.