

## Intercel Delivery Policy

1. All online orders received via the Website will be aimed to dispatch within 1-2 business days upon order receipt. If for any reason your order cannot be dispatched with this timeframe an authorised representative will contact, you via phone or email to advise an alternate dispatch date. Orders received on weekends and public holidays will be processed on the next business day.
2. Products will generally only be delivered to addresses within Australia via TNT or AUSPOST Express services, that usually deliver goods within 1- 2 days. In areas where express service is not available, a standard service utilised that could take 2-7 business days from our trusted and reputable courier service providers. Some oversized items may require a delivery by road, which can take 2-7 business days. We may be unable to deliver to certain parts of Australia and where that is the case, we will not be able to process your order through the Website. We may, in our absolute discretion, agree to accept Orders for Products for delivery outside Australia but we are under no obligation to do so.
3. If you request us to do so, we will arrange delivery of Products to PO Boxes or Postal Lockers in Australia where possible via AUSPOST, based on the size of the Products and/or their packaging. Where it is not possible to deliver the Products to a PO Box or Postal Locker and you have specified a PO Box or Postal Locker as the delivery address when placing your order, we will contact you to arrange an alternative delivery address. Delivery to PO Boxes may incur extra charges in that case. We will contact to confirm any additional fee.
4. If you require any special delivery arrangements, you can reach us at [orders@intercel.com.au](mailto:orders@intercel.com.au)
5. Following dispatch of your Products, we will email you with confirmation of dispatch and an invoice for your order.
6. On delivery you may be required to sign a proof of delivery document. If you are not available to take delivery, we will, at our discretion:
  - (a) take your Products to one of our delivery service provider's local depots;
  - (b) take your Products to our nominated alternative delivery point that is close to your delivery address (for example, a post office); or
  - (c) re-deliver your Products to your delivery address at a later date.

You will receive a text message and/or a calling card at your delivery address containing details of the local depot, alternative delivery point or contact details for you to arrange for re-delivery of your Products. Please note that if you do not pick up your Products from the nominated alternative delivery point within the period specified in the text message and/or calling card, your goods will return to Intercel. In this case, you will have to contact Intercel to rearrange the delivery and additional freight charges may apply.
7. If you require Products that you have ordered to be re-directed to an address which is not the original Order address, and such Products have already been dispatched. We will use reasonable endeavours to re-direct the Products to your requested address and may charge you a reasonable fee for doing this.
8. When you place an Order for Products to be delivered, you will be required to select one of the available Delivery Options for your order. An estimated delivery time will be listed for the Delivery Option that you select (**Selected Delivery Option**) for your order, or we will otherwise notify you of an estimated delivery time (for example, by email). We will use reasonable endeavours to deliver the Products in your order by the estimated delivery time. If certain Products in your order are out of stock, estimated delivery times for those out of stock Products may be longer than usual. Please note that any estimated delivery time given by us is an approximate delivery time only and is not a guaranteed delivery time for your order.
9. When you place an order to collect from your warehouse, you will receive email notification when your order is ready for collection. You will need to show email notification upon collection of goods. You must pick up you click & collect orders within 5 business days of receiving pickup notification. Failure to collect within the specified timeframe will may result in goods passing to the next order. Business hours for collection are 9 am – 5 pm Monday to Friday, excluding public holidays.
10. You acknowledge and agree that:

- (a) we do not guarantee the dispatch or delivery or availability of Products within estimated delivery times specified for the Delivery Options or the Selected Delivery Option for your order, or any other timeframes otherwise specified by us; and
- (b) stock availability and events outside our control may cause delays, or in some circumstances, prevent your Products from being delivered.