

Delivery

Delivery is free to metro areas in each capital city and many other areas of Australia. If you require delivery outside of capital city metro areas, simply [contact us](#) with your postcode and we will confirm shipping costs.

Air Conditioning Superstore reserves the right to charge additionally for: delivery waiting time, after hours, re-directed or specific time deliveries. It is the customer's responsibility to ensure that someone is available to accept the goods. Charges apply if the courier cannot deliver in the first instance.

Contact our office for a schedule of these additional fees.

You can expect delivery within a few days after payment has been processed and accepted. Air Conditioning Superstore reserves the right to reject any changes made to an order or impose an increased delivery charge for these once the order has been dispatched.

IF THE GOODS APPEAR DAMAGED:

If there are clear visible signs of damage to the delivered product such as obvious signs of **dropping – unit damage, holes in cartons, significant water damage** or other clear evidence that the goods are damaged you should either:

- **Reject delivery** of the damaged item and change the quantity and mark the item serial numbers damaged on the delivery docket. □
- Accept delivery of the item, discuss the damage to the delivery driver and mark on the delivery docket the item serial number that is “**damaged**”. Write “**damaged**” and nothing else.

ALL damage must be identified in front of the delivery driver.

'**Carton Damage**' is not covered, only damage to the goods.

When you sign for a delivery you are acknowledging that the goods are being delivered in “**Good order and condition**”

If you have accepted a damaged item and noted it on the proof of delivery docket, please [contact Air Conditioning Superstore](#) to organise a replacement unit, if it is not noted on the proof of delivery liability for damage will pass to you, the consignee. □

Concealed damage but must be reported within 7 days of delivery and will be treated on a case by case basis,

PLEASE DO NOT install damaged units, [contact us](#) for a suitable solution.