

We will send most orders by various couriers which can include Australia Post. All items are generally posted within 2-3 business days of receiving payment unless there is an item on backorder or a major sale on, 99% of our orders are despatched the next day after receiving your order.

If you specifically require delivery by a defined method (e.g. Australia Post vs one of our other courier services, please [contact us](#) prior to placing the order to ensure that we can accommodate your requirements.)

### **Road Express**

Is not the fastest option, it is standard road shipping and **MUST** be sent to a street address. If you choose this option, your order **CANNOT** be sent to a locked bag or a **PO Box**. If PO Box, Parcel Locker or Post Office delivery is specifically required, you must elect Parcel Post / Standard Delivery as the delivery option. Whilst most couriers will deliver to your door if you live in a metro area, in some instances it may not be safe for them to leave the parcel unattended and they will arrange to deliver your parcel to the nearest collection point. If you prefer for the parcel to be left if you do not answer the door, please ensure you provide instructions at checkout. The courier is not obligated to follow these instructions but, in most instances, will do so. The goods are deemed delivered in this instance and the risk in the goods passes to you at the time of delivery.

### **Cheaper Shipping Tips!**

Our shipping calculators are linked directly to Australia Post's and other couriers servers so the rate you see is the rate Australia post, for example, would charge you at the post office. We add nothing extra to this cost or add the cost of packaging your order.

- As the freight calculators are weight based you can ensure that you are getting the "best bang for your buck" by adding or removing items from your cart.
- **For example;** if you had a packet of Ball Mason disposable labels that would weigh about 100g you would be charged about \$8.75 (the minimum parcel rate) but, if you bought 6 packets of disposable labels the postage would remain about the same so by buying extra you can sometimes achieve a "Free Shipping" bonus!
- Add or subtract items to your cart at checkout and after changing the number of items you may notice the shipping charges fall or rise.

For International Orders, please check to see if there will be a customs charge within your own country. We are not responsible for the payment of customs duties to another country.

Please note that it is your responsibility to ensure that particular products are able to be imported to your state (particularly seeds to Tasmania and WA). We do not provide quarantine clearance so if products are seized and destroyed or otherwise treated, we will not accept any liability.

### **If you want to estimate shipping costs:**

1. Add what you are interested in your cart
2. Click on "Checkout" (top right)
3. Next, enter just your address.
4. Look at the right-hand side and you will see various postage options. Standard shipping is road shipping via Australia Post or courier; Road Express is courier shipping to a physical address only (not PO Box or parcel locker) and is generally faster than standard shipping but not the fastest option available. If you require something urgently or by a certain date Express Shipping is the fastest option available. Check with us if your delivery is absolutely time critical. Flat rate shipping is courier shipping only and cannot be delivered to a Parcel Locker, PO Box or Post Office.

Generally, as we have a very large stock base, items that are ordered and paid for by 4 pm will be shipped within 2-3 working days. However, if you want a quantity of a particular item or if we have had an unexpected rush of people buying the same item, we may not have the product in stock to send straight away. In these rare instances, we will contact you with an estimate of when you can expect to receive the item. If the item is required urgently or you do not wish to wait, we will offer a full refund.

Once the item has been posted we are unable to take responsibility for the time it takes for you to receive your item, especially if you live in a regional area. If you require an item urgently, please choose **EXPRESS SHIPPING**. This option does just what it says, it ships fast! Your order will move to the front of the normally large queue and if ordered by 9 am EST it will leave that day! Express shipping is the fastest shipping option we have available, but this does not necessarily mean overnight. Please allow up to 3 days for express deliveries particularly if you live in a regional area. If a delivery is required for a weekend and has not been received please contact us before 9am on a Thursday to allow us time to follow up on the delivery.

Please note that with express shipping, we will post it via the **FASTEST METHOD POSSIBLE**. On occasion, this does not mean that the parcel will arrive overnight as the shipping company simply may not be able to fulfil that request. We at Ozfarmer will fulfil the shipping request of the customer and ship it via the fastest method possible, but it is ultimately up to the shipping company with their estimated times of arrival.

If you buy multiple items, the shipping will be automatically calculated. If you are ordering a large number of items, the shipping calculator will be a guide but please [contact us](#) for a freight quote on bulk orders.

### ***Special shipping deals.***

Some items are marked as free shipping, and this deal applies only to those items. If there are other items in your cart which do not qualify for free shipping, a

delivery fee will be calculated at checkout on these additional items.

Free shipping items are sent by standard shipping. If you require the item urgently you will need to arrange with us the cost of express delivery. Adding other items to your cart and paying for express delivery for them will not automatically entitle you to express shipping for the entire cart and an additional express freight payment will be required for the free shipping or subsidised shipping items.

### ***Special combined orders***

Do you have specific requirements and you don't see it in our store? [Contact us](#) to discuss what you need, and we can create a customised invoice for you.

We do our best to keep our postage costs to a minimum to help you save. For larger items, you are welcome to use your own carrier and we will help organise shipments.

### ***Large Orders***

If your order is deemed too large to be sent by Australia Post, it will need to be sent with a courier. Couriers require a physical address for all orders. If the customer is unable to supply a physical address and not a PO Box, additional shipping charges will apply. This can only be determined once the order has been placed and sent to the warehouse.

### ***PO Box / Parcel Locker Delivery***

Please note that some very large bulky products cannot be delivered by Australia Post and must be delivered via courier. Dangerous goods such as captive bolt guns and activators, gas and some chemicals can only be delivered via courier and will be transported via special trucks. As most couriers will not deliver to PO Box or Parcel Locker, we will require a physical address for these items. For smaller orders, if you specifically require delivery to a PO Box or Parcel Locker please note that Standard Shipping is the only option available for such addresses. Note that if you live in rural or remote areas, even if you do not get street delivery, couriers can still be used to deliver to a local business or depot. If you are not sure please contact us prior to placing your order.

### ***Insurance and Tracking Policy***

Damage or shortages must be reported within 7 days of receipt and accompanied by a photo in the case of damage. If insurance has been purchased, we can offer a store credit, part refund or a replacement item (replacements are not offered for international orders). If items are broken or damaged in products which are sold as sets only and these items are not also sold singly, we can only offer a refund or credit for this, as kits will not be broken down to provide replacements.