

## E-Commerce Shipping Policy

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For Ecoshield Performance Coatings Pty Ltd – Online Store

[www.ecoshield.com.au](http://www.ecoshield.com.au)

## Document Control

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# E-COMMERCE SHIPPING POLICY

Welcome to Ecoshield. We are committed to delivering our eco-friendly solutions to your doorstep as efficiently and sustainably as possible. Below is everything you need to know about our shipping processes.

## 1. Purpose

This Shipping Policy outlines the terms and conditions governing the shipment of goods purchased through our website [www.ecoshield.com.au](http://www.ecoshield.com.au). It is developed in accordance with the Australian Consumer Law (ACL) and relevant Australian postal and logistics regulations.

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## 2. Shipping Destinations

We currently ship to all addresses within Australia, excluding PO Boxes.

- **International Shipping:** At this time, we only ship within Australia.

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## 3. Processing Time

- All orders are processed within 1-2 business days.
- Custom orders are processed within 3-10 business days.
- Orders are not shipped on weekends or public holidays.
- If we are experiencing a high volume of orders, shipments may be delayed by a few days. If there is a significant delay in the shipment of your order, we will contact you via email.

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## 4. Shipping Rates & Delivery Estimates

Shipping charges for your order will be calculated and displayed at checkout.

- Delivery location
- Order weight and dimensions
- Shipping method selected

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Metro	3 – 10 business days
Rural/Remote	+2 – 5 business days

Note: These are estimates. Delays may occur due to external factors.

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## **6. Shipment Confirmation & Order Tracking**

You will receive a Shipment Confirmation email once your order has shipped, containing your tracking number(s). The tracking number will be active within 24 hours. You can track your package via the carrier's website (e.g. Aramex, StarTrack).

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## **7. Authority to Leave (ATL)**

To ensure a contactless and efficient delivery, all orders are sent with Authority to Leave by default. If the courier deems the location unsafe to leave the package, they will take it to the nearest collection point (Post Office or Newsagency).

If you do NOT want your package left unattended, please specify "Signature Required" in the order notes at checkout.

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## **8. Incorrect Addresses & Redelivery**

Please ensure your shipping address is correct at the time of purchase. Ecoshield is not responsible for orders delivered to an incorrect address provided by the customer. If a package is returned to us due to an incorrect address, a redelivery fee may apply.

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## **9. Damages and Missing Items**

Ecoshield is liable for any products damaged or lost during shipping.

If you received your order damaged, please save all packaging materials and damaged goods.

Contact us at [info@ecosshield.com.au](mailto:info@ecosshield.com.au) within 48 hours of delivery with photos of the damage and we will arrange a replacement or refund immediately.

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## **10. Return & Refunds**


Our [Returns Policy](#) provides detailed information about options and procedures for returning your order.


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## **11. Contact Details**

If you have any questions about this policy or require assistance, please contact us:

 [info@ecoshield.com.au](mailto:info@ecoshield.com.au)

 08 8185 7148

 [www.ecoshield.com.au](http://www.ecoshield.com.au)