

E-Commerce Shipping Policy

For Ecoshield Performance Coatings Pty Ltd – Online Store

www.ecoshield.com.au

Document Control

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E-COMMERCE RETURNS POLICY

1. Purpose

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

2. Delivery Locations

We ship Australia-wide and offer the following options:

- Standard Delivery via [Courier/Australia Post]
- Express Delivery (where available)
- Click & Collect (if applicable)

Currently, we do not ship internationally unless otherwise stated on product pages.

3. Processing Time

Orders are processed within 1–3 business days of receiving payment confirmation.

Orders placed on weekends or public holidays will be processed the next business day.

4. Shipping Costs

Shipping charges are calculated at checkout and vary based on:

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

Free shipping may apply to promotional offers or qualifying orders (as advertised).

5. Estimated Delivery Times

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

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

6. Tracking and Notifications

Once your order is shipped, you will receive a tracking number and a link to track your parcel.

Tracking updates are provided by the carrier.

7. Delivery Issues

If your parcel is:

- **Late:** Contact us after the estimated timeframe has passed.
 - **Lost:** We will investigate with the carrier and provide a replacement or refund if confirmed lost.
 - **Damaged:** Notify us within 48 hours with photos and description.
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8. Authority to Leave (ATL)

Customers may choose ATL at their premises. ATL is at the customer's risk. We are not responsible for theft or damage once delivery is confirmed by the courier.

9. Incorrect Address or Non-Collection

Ensure your shipping details are correct at checkout. Orders returned due to incorrect addresses or non-collection may incur re-shipping fees.


10. Consumer Guarantees

This policy does not limit your rights under the Australian Consumer Law. You are entitled to remedies for faulty, misdescribed, or low-quality items.

11. Contact Details

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

 info@ecoshield.com.au

 08 8185 7148

 www.ecoshield.com.au