

☎ 03 9398 0493 | ✉ sales@hardwoodforestproducts.com.au | 🌐 www.hfpattachments.com.au

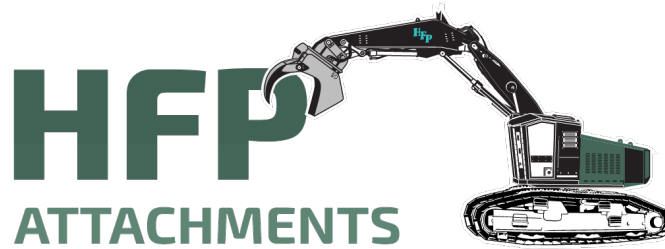
Shipping, Delivery & Refunds – HFP Attachments

Shipping Policy

- We understand you need your order as quickly as possible. Please ensure you provide a valid delivery address and contact number so we can contact you if any issues arise with your order.
- All orders will be packed and dispatched within **24 hours** of receiving the order if stock is available.
- Orders are processed **Monday to Friday (excluding public holidays) from 7:45am – 3:45pm AEST.**
- Orders placed on weekends or public holidays will be packed and dispatched on the next business day.
- In some cases, we may need to contact you before your order can be dispatched.
- All products on our website are supplied subject to availability. If your product is out of stock, we will contact you within 24 hours to provide the expected arrival date or offer a full refund.
- We deliver products Australia-wide using a range of courier and freight services. Shipping costs are influenced by product size, weight, and location. Exact shipping costs are calculated in the shopping cart and added to your order total before checkout.
- Shipping times are estimated between **2–10 business days** depending on your location within Australia.
- If **PICK UP** is selected, it will be from our factory at:

Factory 3, 217 Colchester Rd, Kilsyth VIC 3137, Australia

You will receive an email once your order is ready for collection.



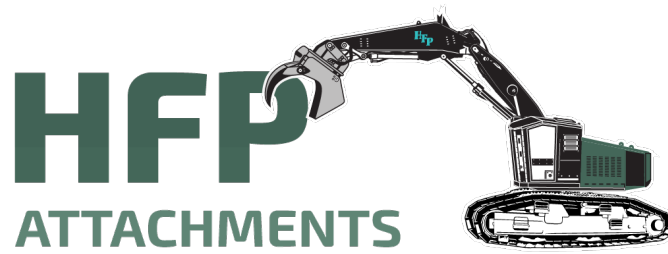
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Delivery Policy

- Orders are delivered by a variety of freight companies.
- Due to the size and weight of most items, deliveries will be sent to the closest freight depot or a commercial business with forklift facilities. Any location with a house, including farms and businesses, is considered residential.
- It is the **buyer's responsibility** to ensure appropriate unloading facilities are available. Additional charges may apply if the freight company considers the delivery residential.
- You or an authorised representative must accept delivery and sign supplied documents.
- Deliveries over **30kg** require suitable lifting equipment (forklift or reach truck). Customers are responsible for having the correct equipment on-site.

Refunds Policy


- Refunds are only processed once original products are received, inspected, and approved for refund.
 - Approved refunds will be credited to the purchaser's original payment method.
 - Faulty items will be assessed by our team and repaired, replaced, or refunded on a case-by-case basis. HFP Attachments reserves the right to repair if possible.
 - If an incorrect product is supplied, we will replace it once the incorrect product has been returned. You must contact us within **48 hours** of receiving your order. HFP Attachments will cover any shipping costs in this case.
 - If products are damaged in transit, please email us within **48 hours** of receiving your order. We will replace the damaged product once it has been returned. HFP Attachments will cover any shipping costs.
 - This Refund Policy is in addition to your rights under the **Australian Consumer Law**. We want you to be 100% satisfied with your order.
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Contact Us

For any queries regarding your online purchase, please contact us:

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