

SHIPPING & PAYMENT INFO

Delivery Policy

We arrange to have parts and accessories delivered to all states and territories in Australia. All products are delivered using Australia Post eParcel or varied Courier Companies from time to time at our discretion. Please allow up to 14 working days for delivery from the time your payment has cleared. Some items may take longer subject to stock levels and availability. Remote country areas may take longer. In some cases if an item is no longer available we will credit your account for the amount of the part. Please note that public holidays, floods, strikes, storms and road closures can further disrupt freight and thus delivery could take longer under these circumstances. For deliveries, if you are not available at the address specified by you when the courier delivers your product, your product will be dropped off at the nearest Australia Post for pick up. The courier will leave a note in your letter box notifying you that the courier will leave your products at your address. In some circumstances, if this is not suitable, a note will be left in your letter box notifying you that your product will be held at the courier facility for collection. If you do not wish to authorize your products to be left then please contact our Customer Service Centre. If you are not contactable your product will be returned to Just Spas Newcastle and our Customer Service Centre will attempt to contact you to arrange for alternate delivery.

Damaged Or Missing Goods

Due to insurance conditions placed upon us by carriers, it is imperative that upon receiving your delivery that you immediately notify the courier and us if there is any missing or damaged items from your order. We need to receive notification within 48 hours of the items being delivered. We advise caution when accepting damaged cartons and suggest ensuring your items are not damaged before signing off on delivery. Acceptance of delivery voids any liability to freight company. Title and risk of loss to all products will pass to you on delivery.

Orders And Cancellations

You may cancel you order in full before the order has been processed by us. To provide a fast service to our customers, in some cases orders are processed electronically directly to our suppliers. If this is the case, you have until 5:00pm (Australian Eastern Standard Time) on the day your order was placed. If your order was placed on a weekend, your order will be processed on the following business day. Business days are Monday through Friday, excluding NSW Public holidays. We will refund you in full for the orders cancelled and will not charge you a cancellation fee. However, once the order is processed you are unable to cancel the order. Just Spas Newcastle also reserves the right to cancel your order if:

You provide an unauthorized credit card

We are unable to process payment on the credit card provided

You provide invalid personal details

The product has become unavailable

If, for any reason, we don't reasonably believe we can successfully complete delivery

Just Spas Newcastle will attempt to notify you before cancelling your order.