

APOLLO LANDSCAPING SUPPLIES DELIVERIES

- At Apollo Landscaping Supplies, we take pride in not only delivering your landscaping materials to the right location but also getting them to you as quickly as possible so your project can stay on schedule. We aim to offer same-day delivery for eligible orders where possible. While we do our best to accommodate requested delivery times, some products require special handling or are made to order, which may affect delivery availability and lead times.
- If your order is required for a project involving hired equipment, contractors, or specific scheduling requirements, we recommend placing your order at least three business days in advance. Our delivery time slots, particularly morning runs, do fill quickly.
- If a delivery is returned at the customer's request, or if Apollo Landscaping Supplies is unable to complete the delivery due to incorrect delivery information, restricted site access, absence of the customer or their representative, or any other customer-related reason, the customer will be responsible for all return freight charges and applicable restocking fees.
- A waiting fee will apply if our vehicles are delayed on site due to restricted access, unsuitable site conditions, site delays, lack of unloading access, or any other circumstances that prevent the safe and timely completion of the delivery.

PLACING AN ORDER WITH APOLLO LANDSCAPING SUPPLIES

- All delivery addresses MUST be **Google** maps compatible. If your delivery address is not visible on google maps, we do not accept responsibility for incorrect or late delivery.
- Generally, landscape supply deliveries are made to the front boundary only.
- The driver will exercise discretion to determine whether the delivery is made beyond the front boundary if requested by the customer. However, Apollo Landscaping Supplies will take no responsibility for damage caused above or below ground after leaving the public carriage way.
- We understand if you are wanting to order multiple materials to be delivered at once, if this is the case our staff needs to find the most efficient way of delivering your order all at once; so, the method and costing of your delivery might vary.
- If you provide us with the wrong address, we are not obliged to re-send the order to the correct address at our expense. We will provide you with an estimated date and time for delivery for all orders and while we make every effort to deliver by this time, all dates and times specified are estimates only. While we do our best to ensure your delivery runs smoothly and gets delivered on time, sometimes due to logistics and other external factors it is not always possible.
- In the event that your order is delayed or unable to be delivered, you will be contacted to find a solution that works for you.
- Unfortunately, we are unable to guarantee time of delivery. It is your responsibility to inform us if an order does not arrive. If an order has not arrived by the due date and

time, we will investigate and inform you of further steps to ensure the delivery. We will not be held liable for any loss or damage resulting from late delivery.

- Please note that if a delivery is made in error or for any other reason, we will make reasonable efforts to arrange a replacement delivery, but this cannot be guaranteed immediately. Any replacement items will be sent at our discretion. Without limiting any other Terms and Conditions, you agree that a late delivery does not constitute a failure of our agreement and does not entitle you to cancel your order.
- Without limiting any other Terms and Conditions, we accept no liability for any loss or damage to items once delivery has been completed.
- Apollo Landscaping Supplies takes pride in placing your product in the ideal position for your project. To ensure a safe and successful delivery, the selected drop-off location must also be safe for our drivers and not present any significant risk of property damage.
- If your property or site is difficult to access or presents any potential hazards, please notify our staff in advance so we can work together to find a suitable solution. On the day of delivery, the driver will have final discretion to determine whether it is safe to proceed with the drop-off. If the area is deemed unsafe, our team will contact you on the day to arrange an alternative location.
- Our trucks require sufficient clearance to access the delivery site, which will depend on the layout and conditions of the drop-off area.

SPLIT LOAD DELIVERIES

- If a customer orders two or three bulk products, a split load may be offered. While we take care to keep the loads separated, we cannot guarantee complete separation, and some mixing may occur during transit.

CUSTOMER /YARD PICKUPS

- Material/product collections are available from our yard. Large orders that require palletising, including masonry and retaining wall blocks, pavers, concrete sleepers, and bulk bags, must be pre-ordered so that a collection time can be arranged. Any order requiring preparation must be paid in full prior to collection.
- Please note that surcharges apply to bulk bag collections.

SPECIAL ORDERS

- At Apollo Landscaping Supplies, we strive to provide our customers with a wide range of options when planning their next landscaping project. In addition to the products stocked in our yard and displayed on our website, we can also source special-order items from our suppliers or assist in locating specific products if you provide a sample or detailed information about the item you require. Lead times for special orders can vary depending on product availability and supplier stock levels. Generally, orders may take between 1–2 weeks to arrive, while some hard-to-source items may take

longer than a month. Please note that lead times may also be extended during peak periods such as Easter, Christmas, and New Year, when supplier operations and freight services may be reduced or temporarily closed. Additional freight, handling, or supplier delivery charges may apply to special-order items. Any applicable fees will be advised prior to confirming your order.

FACTORY DOWNGRADES/SECOND PRODUCTS

- Sorting or selecting individual second-grade products is strictly prohibited. Any customer found sorting through second-grade stock will be charged the full first-quality price for the materials. Second-grade pavers may contain colour variations, chips, cracks, bows, or other cosmetic imperfections. Due to the nature of these products, we recommend allowing an additional 10% when calculating quantities to account for breakages, cuts, and wastage during installation.
- No refunds, returns, or exchanges are available on factory downgrade, second-grade, or clearance products. These items are sold as-is.

COLOUR, TEXTURE & SIZE VARIATIONS

- While every effort has been made to accurately represent product colours and appearances, customers should inspect product samples prior to purchase. Due to the natural characteristics of clay, concrete, natural stone, quarry products, and other landscaping materials, variations in colour, texture, size, and finish may occur. Actual products may differ from images shown on our website, marketing materials, or displays.

PRODUCT RETURNS

- Will incur a 20% re-stocking fee.

REFUND POLICY

- Consumers are legally entitled to return goods, provided they have proof of purchase, and may be eligible for a refund, exchange, or repair if the goods are faulty or defective and the issue was not apparent at the time of purchase
Are not as described by the salesperson or in advertising materials.

Restocking or exchanges are only permitted within 7 days of purchase.

- Consumers are not entitled to a refund if they:

- Change their mind
 - Are unable to afford the item
 - Find the item cheaper elsewhere
 - Select the wrong size, colour, or product type
 - Have purchased cement products
 - Have purchased second-grade or factory downgrade pavers
 - If a customer believes a product is faulty and requests a refund, they must:
 - Provide details of the fault
 - Present proof of purchase
- Cease using the product once the issue is identified
 - Take reasonable care of the goods until they are returned or assessed.

CREDIT CARDS

- Credit cards do not incur surcharge percentage fees. A credit card administration surcharge equal to 3% of the invoice value will be applied to all returns that are refunded to a credit card.

SAFETY

- At Apollo Landscaping Supplies, we take pride in placing your product in the most suitable location for your project. To ensure a safe and successful delivery, the chosen drop-off area must be accessible for our drivers and free from significant safety risks or potential property damage.
- Our delivery trucks require adequate clearance, with the exact space needed depending on the layout and conditions of the delivery site. If your property or site is difficult to access, or if there are any potential hazards, please let our team know in advance so we can work with you to find a suitable solution.
- On the day of delivery, the driver will assess the site and determine whether it is safe to proceed with the requested drop-off location. If the area is considered unsafe, our team will contact you to discuss an alternative placement option.

TERMS & CONDITIONS

- These Terms and Conditions apply to all orders placed with Apollo Landscaping Supplies. Customers are responsible for reading and understanding our delivery terms and conditions before placing an order.
- When placing an order with our team, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

- While our drivers take every reasonable precaution and exercise due care when delivering materials, Apollo Landscaping Supplies and its suppliers accept no responsibility for any loss, damage, or costs arising from property damage that may occur during the delivery process, or from any site conditions, obstacles, or access restrictions that prevent the requested delivery from being completed.
- Customers are responsible for ensuring that the delivery location is safe, accessible, and suitable for the delivery vehicle and materials ordered. If there are any concerns regarding site access, overhead obstructions, underground services, soft ground, steep gradients, or other potential hazards, customers must notify Apollo Landscaping Supplies prior to delivery.
- Apollo Landscaping Supplies makes every reasonable effort to ensure that the information provided on this website is accurate and up to date. However, from time to time, information may contain errors, inaccuracies, omissions, or may not be current. We reserve the right to correct any errors, inaccuracies, or omissions, and to change or update information at any time without prior notice, including after an order has been submitted. Such corrections or changes may relate to product descriptions, specifications, pricing, availability, delivery information, or other content displayed on this website. In the event that a product or service is listed at an incorrect price or with incorrect information due to a typographical error, supplier information error, or other oversight, Apollo Landscaping Supplies reserves the right to refuse, cancel, or amend any orders placed for that product or service, whether or not the order has been confirmed and payment has been received. We apologise for any inconvenience that these errors or corrections may cause and appreciate you're understanding.