

DELIVERY POLICY

1. Introduction

The purpose of this policy is to detail how our products are delivered and assembled.

2. Types of Deliveries:

Pick up Customer

You may pick up your order directly from our warehouse once it has been processed and paid in full. Please note, payment cannot be made at the warehouse. Items will be supplied boxed and will need assembly, unless otherwise specified on the product page.

Basic tools will be required to complete the assembly.

Flat Pack Delivery – Metro

Items will be delivered boxed and dropped off at reception or as instructed.

Basic tools will be required to complete the assembly.

Flat Pack Delivery – Outside Metro Areas

Items will be delivered boxed or palletised. Boxes will be dropped off at the nearest ground floor entrance. Delivery is priced for a ground floor drop off only. If boxes are palletised and no forklift is available, the driver may require assistance to unpack the pallet. **Additional costs may apply if the order is required to be palletised.** We recommend emailing us at info@iconicofficefurniture.com.au prior to placing the order to discuss if additional costs will apply.

Basic tools will be required to complete the assembly.

Delivery and Assembly – Metro only

Items will be delivered, assembled on site, placed in position and all packaging will be removed. Chairs may be delivered assembled in plastic wrapping. Metal Storage may be delivered assembled in boxes. This option is only available to customers residing in one of our delivery zones.

****Please note, there are a small number of items on our website that are marked as 'no assembly available on this item'.**

3. PLEASE NOTE - We do not deliver to PO Boxes

4. Delivery Time Frame

Please note – Orders will be processed as soon as all paperwork is finalised and payment is received – unless otherwise agreed in writing in advance.

Online orders will be processed as soon as payment has cleared. Delivery in Metro areas will generally take place within 1 – 5 working days after paperwork is finalised and payment received, providing all items are in stock. Assembly crews are generally very busy and this may delay the lead time if an assembly is requested.

All deliveries take place from Monday to Friday between 8.00am and 5.00pm. We do not deliver over weekends.

We are unable to give an exact delivery time as many variables affect trucks in transit. We will request that drivers call beforehand to give some notice of their arrival, however this is not always possible and the expectation is that customers or other nominated persons are available on the delivery day to meet the driver.

Items to be shipped interstate or to country areas, will generally leave within 24-48 hours of the order being processed via local couriers after payment has been received and providing all items are in stock.

Every effort will be made to inform customers as soon as is practicable if items are not in stock.

Whilst we endeavour to minimise any delays, Iconic Office Furniture has

no control over delivery time-frames once the shipment has left the warehouse via a third party courier.

5. Delivery Terms & Conditions

Iconic Office Furniture will advise customers in good time of a delivery date by email.

All customers to ensure there is someone available to meet the driver. All customers to ensure that a valid contact phone number is supplied for the driver. It is strongly recommended that a second backup phone number is also available for the driver to ensure that the delivery is not missed.

It is an expectation that our clients will equip us with all possible information pertaining to the delivery e.g. above ground delivery; lift or service lift access; loading bays or loading dock availability; street parking; opening hours if not open 8.00am – 5.00pm, Monday to Friday; site contact details if not the same person placing the order etc.

If a site induction is required, please advise us at the time of requesting a quote. Charges will apply for all inductions depending on the duration of the induction.

If the delivery date is not suitable or if there will not be someone on site to meet the driver, the expectation is that the customer will contact Iconic Office Furniture via email at info@iconicofficefurniture.com.au as soon as possible to reschedule the delivery:

In the case of a flat packed delivery, the customer may give authority for the goods to be left on site in a safe place. (Customer to email our office to confirm).

In the case of a delivery and assembly service, the delivery date will have to be rescheduled. (Customer to email our office to confirm).

If no-one is on site to give access to the driver and no authority has been given to leave the goods in a safe place, the order will be returned to the warehouse and the delivery will have to be rescheduled at the customer's expense. **PLEASE NOTE:** We require a minimum of 48 hours notice to cancel/change a delivery date. If we are not notified that the delivery date is unsuitable and our delivery/installation teams are turned away at the site, a fee will be incurred to cover costs (manpower, fuel, loading/unloading time etc). This fee will be calculated as such, and is to be paid before the delivery is rescheduled. Payment can be made either by phoning the office with credit card details or by bank transfer.

Iconic Office Furniture shall not be liable for any losses incurred by the buyer or any other person as a result of any delay in the delivery of the goods, or any part of the order for any reason whatsoever.

Customers are to ensure that comprehensive and correct delivery information is given at the time of ordering. We need to know if there is a lift or if the driver/installer will have to carry items upstairs. We will ensure there are two men to carry out the delivery if there is no lift at no extra charge. However, failure to provide the correct information may result in the truck turning back and the delivery having to be rescheduled at the customer's expense.

We need to know if there is a loading dock with time or height restrictions to ensure we send the correct size vehicle in the correct time frame. Failure to provide the correct information may result in the truck turning back and the delivery having to be rescheduled at the customer's expense.

Our drivers/installers are not permitted to relocate/disassemble/assemble or dispose off any existing items which may be on site and which are not part of the new order. Any existing furniture/items which may be in the way or no longer required, must be moved out of the way before they arrive, to ensure a smooth and efficient process.

Please ensure there is sufficient space for our installers to assemble the new furniture they have delivered so they can complete their task safely

6. Our Commitment

At Iconic Office Furniture we pride ourselves on doing our utmost to achieve the best outcome possible for each client. Working together with our customers by keeping communication clear and concise will ensure that the delivery/assembly process is efficient and seamless.