

## **General Shipping Information**

Our products are shipped using Australia Post, TNT, Northline, Border Express, Bohaul, or Aramex Couriers.

Delivery times vary between 2-14 working days anywhere in Australia for items in stock. It is preferable to deliver to a work address to ensure that you are there to sign for the delivery. If you believe that you may not be at home for the delivery, please enter your work address.

You will be required to sign for receipt of your order unless otherwise indicated at the checkout. For this reason, we request that you provide us with a telephone contact number. This number is given to our Couriers so that in the event you are not at the delivery location, you will be contacted to organise a time that is convenient for you. Alternatively, our couriers may leave a note in your mailbox with a telephone number so that you may contact them to organise an alternative time or place of delivery.

## **Returns Policy**

Our policy in relation to Returns, Damaged or Defective Goods shall be as specified in Ourstandard Terms and Conditions for the supply of Goods and Services.

## **Change of Mind**

We shall not accept returns for change of mind or if you make a wrong decision unless dueto our negligence or incorrect information supplied by ourselves. Under Australian Consumer Law, we are not required to provide a refund or replacement if you change yourmind.

## **Damaged Goods**

Tip Top Plastics takes pride in ensuring all products are packaged as carefully as possible to prevent damage in transit. If your package is obviously damaged when it arrives, please donot accept it from your courier. The courier will then typically contact us, and we'll work toget you an un-damaged replacement ASAP. If damage is found when opening the delivery, please contact [info@tiptoplastics.com.au](mailto:info@tiptoplastics.com.au) immediately and we'll get back to you with a resolution. We recommend freight insurance as it helps protect you from negligence on behalf of the common carriers in Australia in the unlikely event your order is stolen or lost in transit. Our policy in relation to Returns, Damaged or Defective Goods shall be as specified in our standard Terms and Conditions for the supply of Goods and Services. We shall not accept returns for change of mind or if you make a wrong decision unless due to our negligence or incorrect information supplied by ourselves.

## Returns for Warranty Purposes

In the unlikely event that you have a problem with your new purchase please feel free to telephone the Tip Top Plastics. Our opening hours are generally as follows:

Mon – Thus. 8 am – 4 pm & Fri 8 am – 2 pm

Alternatively, you can email us at [info@tiptopplastics.com.au](mailto:info@tiptopplastics.com.au)

It is vital that you have on hand when phoning us, the actual purchase date plus the original invoice number. We are sure you understand that without this important information, we cannot help with any warranty queries. We will always endeavour to fix problems as soon as possible or by posting parts or information where required. Tip Top Plastics undertakes to repair or replace, at its option & free of charge, each complete product or specific part required, provided the following reasonable conditions are met:

1. The complete product is returned to Tip Top Plastics, freight pre-paid by the purchaser, & found on inspection to be suffering from a material or constructional fault or design defect.
2. The product has not been subject to misuse, neglect, or involvement in an accident.
3. The product is not being used in a way it was not specifically designed for.
4. The required repairs are a consequence of normal & reasonable expected use and timeframe. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

We always endeavour to be as quick & efficient as possible when handling warranty claims. We understand that our reputation is at stake in such circumstances & we are proud of our reputation so far earned in this regard.