

## Delivery Policy

### • Customized Product ( *Printing, Promotional Marketing Products , Work Wear*))

(a) QCA will estimate a deliver time based on product and embellishment requirements at time of the quotation provided. All printing, promotional marketing products and work wear orders are subject to variable lead times which are based on the specific product selected, decoration requirements and whether they are manufactured locally or offshore,

(b) Standard lead times for customised orders, from art work sign off, is 10 days for local production. Off shore manufacturing has variable lead times which depend on the specific products chosen. Delivery ranges between 10 to 14 weeks from art work sign off.

## Freight Delivery Times

(a) QCA will deliver in-stock products in accordance with the following schedule, provided that the order for the relevant products is received by 4:00 pm or the non-metro cut-off times.

Delivery Location	Delivery of 'In-Stock, Everyday' Products	Order Cut-off Time
Metro - Sydney, Brisbane, Melbourne, Perth	Next business day	4:00 pm
Metro - Adelaide	Next business day	3:00 pm
Regional SA, NSW and VIC	2 business days	1:00 pm
Regional QLD and WA	2-3 business days	1:00 pm
Far North QLD and WA	5-7 business days	12:00 pm

(b) Customer orders are typically delivered between 8:00 am and 5:00 pm from Monday to Friday (excluding public holidays).

(c) There may be unforeseen circumstances where we are unable to meet our next day delivery promise. These include but are not limited to:

- weather conditions limiting access to delivery areas;
- technical and website related issues; and
- transport and/or logistical issues.

Should deliveries be hampered, arrangements will be made for the delivery to take place as soon as possible, with customers kept informed.

## Unattended Deliveries

(a) All deliveries will require a signature as QCA cannot be held responsible for lost or damaged goods after they have been delivered.

(b) If an initial delivery is unsuccessful, the driver will leave a card with contact details to call and arrange a redelivery. If you do not call to arrange a redelivery within 5 working days, you will need to re-order through our website.

## Address for Delivery

(a) When ordering, please include the floor level of your delivery address, if relevant.

(b) QCA can only deliver to a physical address and cannot deliver to PO Boxes and Locked Bags.

## Back Orders

At times, QCA may not have enough stock to fulfil your order, resulting in your items being placed on "back order". These back order items will be delivered to you at a later date when these items are in stock.

## Cost of Delivery

(a) QCA reserves the right to charge delivery of the products.

(b) Where prices are stated to be inclusive of delivery, delivery is to be made to the delivery address agreed by QCA.

(c) Urgent orders for deliveries outside of the time frames set out above may attract additional delivery charge.