



SHIPPING POLICY

Thank you for visiting and shopping at Tarps On-Line. The following information sets out the terms and conditions that constitute our Shipping Policy.

1. Processing your Order

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

2. Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping.

After your payment is authorised and verified, all orders are processed within 5 business days. We will contact you for some reason if there are any delays.

3. Shipment Locations

3.1. Domestic Only

Tarps On-Line does not ship internationally at this time. We ship domestic only - anywhere in Australia.

4. Shipment rates and delivery estimates

We endeavor to get your order to you as soon as possible. Weather delays and other unforeseen circumstances may impact delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

5. Tracking Options

Tarps On-Line aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package.

6. Damages

If there is any damage to the packaging on delivery, contact us immediately at 1300 482 777 or sales@tarpsonline.com.au.

7. Missing or Lost Package

There are several reasons why a package gets lost or becomes a deliver exception. We've found that, more often than not, the package is either in the building or with a neighbour. Tarps On-Line politely requests that customers look in common courier hiding



spots. Please take a look around and let us know if you find it. If you haven't located your order, please contact us at 1300 482 777 or sales@tarpsonline.com.au to report missing or lost packages.

8. Questions

If you have any questions about the delivery and shipment of your order, please see our FAQ page, www.tarpsonline.com.au, or contact us at 1300 482 777 or sales@tarpsonline.com.au.