## DELIVERY POLICIES

OSMEN strives for on-time deliveries within the specified timeframes. Estimations will be given to customers by the salesperson, but final confirmation of delivery dates will be informed by the OSMEN Service Team. If we are unable to receive a customer response to the OSMEN Service Team's confirmation, deliveries will be postponed until we hear back.

Final delivery dates will be confirmed with customers two days prior. We will notify customers in the rare event that deliveries may be delayed.

Customers are responsible for ensuring adequate access to their property in order to facilitate smooth deliveries.

Customers or other assigned persons must be available to receive deliveries in person. Additional fees will apply if the absence of an accepting customer or assigned person incurs a second delivery attempt.

Additional costs will be incurred in the case that information about the residence is missing or incorrect. This includes the wrong delivery address, failure to mention stairs, or inability to contact the receiver upon delivery.

Failure to mention stairs or incorrectly describing customer stairs will result in additional charges or our inability to fulfill your delivery. For example, only mentioning one flight of stairs when there are more.



OSMEN reserves the right to refuse deliveries to residences under construction, or that is deemed dangerous by our delivery staff.

Delivery fees may vary depending on excessive volume or weight. This is a rare occurrence and will be discussed upon the confirmation of orders over the phone or via email. Quotes for special freight charges will be provided in such cases.

OSMEN's deliveries are scheduled according to a set procedure and are based on postcode. Deliveries to postcodes are limited to those set dates. Additional fees will apply if special deliveries are requested.

Any damage to goods at the time of delivery must be reported to the driver immediately. An email to service@osmen.com.au with supporting photographic evidence must also be filed immediately. The report will be followed up by OSMEN's Service Team.

Any damages to customer properties at the time of delivery must be reported to the driver immediately. An email to service@osmen.com.au with supporting photographic evidence must also be filed immediately. The report will be followed up by OSMEN's Service Team.

Under no circumstances will we deliver over balcony railings or through windows.

Connect with us

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