

# Frequently Asked Questions

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## SHIPPING AND ORDERS

### Where do you ship?

- We ship to anywhere in Australia

### What are the shipping costs?

- In Australia, we offer free shipping on all orders over \$1100
- For orders under \$1100 shipping will be calculated upon checkout.

### Do you ship to NZ?

- We do not ship to New Zealand.

### How long will it take to receive my order?

- We endeavor to have your orders delivered to you as quickly as possible and can usually deliver within 2-5 business days. Shipping times however do vary depending on your location and with current covid-19 impacts we have seen further delays. If you would like to chase up an ETA on your order, please contact us at [online.sales@polaris.com](mailto:online.sales@polaris.com)

### What postage service do we use?

- We send most packages through TOLL, Australia Post for PO Box. Please note large items cannot be sent to PO Boxes.

### Do we offer express postage?

- Yes, all orders under \$100 will be sent via air freight.

### I haven't received my order yet, what do I do?

- If it has been 5 business days or more, since you placed your order and you have a tracking number then please contact the courier company first and quote your tracking number for reference. If they are unable to provide a suitable response or information on your delivery then please contact our Online Sales Team at [online.sales@polaris.com](mailto:online.sales@polaris.com) and we can investigate further for you.

### Can I pick up my items from in store?

- Unfortunately, we do not offer click and collect through our online store and all orders are processed through our warehouse. If you would like to collect from your store, please

contact them directly and they can advise availability and organise an order for you. [Find your dealer](#)

### **Are deliveries insured and signed for?**

- No, our default setting is 'authority to leave' but customers can request to be signed for, they just need to put it in the 'notes' when placing the order.

### **Where do you ship from?**

- All orders are shipped from our Melbourne warehouse.

### **Do you ship internationally?**

- We only ship within Australia.

## **REFUNDS AND EXCHANGES**

### **The item(s) I purchased do not fit, how do I return?**

- Our exchange & returns policy can be found [here](#) along with a copy of the returns form. If you fit the return/exchange criteria, please fill in the returns form and include in your parcel with the applicable items. All returned/exchanged items must be processed through our online sales team, we cannot accept return instore for goods that were purchased online.

### **What is a RAN and how do I get one?**

- RAN stands for Return Authorisation Number, please email our online sales team to confirm [online.sales@polaris.com](mailto:online.sales@polaris.com)

## **FITMENT AND SIZING**

### **How do I know if the part/accessory will fit my unit?**

- We try to provide as much fitment information as possible by listing compatible models within the description of each part. Please double check with our online sales team if you are unsure as opened parts, as well as parts that you have attempted to fit on your unit cannot be returned or exchanged. You can contact them at [online.sales@polaris.com](mailto:online.sales@polaris.com)

### **How do I know what size I am in clothing and helmets?**

- We suggest referring to the [size chart](#) for the applicable item. If a size chart is not available, please contact the Online Sales team at [online.sales@polaris.com](mailto:online.sales@polaris.com) and they can assist you. If you are still unsure, we recommend heading into your nearest store to try on the item or a similar item for size. If any purchased items do not fit, you are able to return them. Please refer to our returns policy found [here](#) for more information.

## **PAYMENTS**

### **Are your payments secure?**

- Yes, our online store is equipped with data encryption tools and meets a PCI level 1 compliancy for credit card processing. This means you can use your credit card safely and securely through either PayPal or AfterPay.

### **Do you offer layby?**

- Unfortunately, we do not offer layby, but we do however offer Afterpay as a payment option, so you can pay in 4 installments every two weeks. To find out more information about Afterpay and how it works you can visit their website [here](#).

### **How do I pay with Afterpay?**

- Paying with Afterpay is super simple, simply select Afterpay as your payment method when you are checking out. This will take you to a new screen where you can log in or sign up to Afterpay and then follow the prompts to complete your transaction.