

SHIPPING AND RETURNS TERMS AND CONDITIONS

Delivery

All our deliveries are made by independent transport companies; from time to time we may use one of our supplier vehicles depending on your location. Orders are normally delivered between 6am and 7pm, Monday to Friday excluding public holidays.

Please note: Deliveries to remote locations may incur extra delivery fees, once order is placed if one of our sales team members can see that there will be a problem with your delivery they will contact you to find out a little more information. iLandscape reserves the right to refuse any delivery. Normal deliveries are within a 10klm radius from the General Post Office.

All deliveries are to the kerbside only, the driver will endeavour to place the delivery as close as possible to the jobsite but is under no obligation to do so. Deliveries past the kerbside will incur extra charges, if we are requested to cross the kerbside in doing a delivery, all damage/breakage to site and product will become the customer's responsibility.

For all access to your property through neighbouring land, it is your responsibility to get written permission prior to delivery, we will still do the delivery without sighting the permission, but any damage to site will be the customer's responsibility.

When will my order be delivered?

Deliveries of product that is in stock can usually happen within 2 working days. However, Sydney Metro and surrounds need to allow up to 5 working days for delivery. Once order has been generated in our system you will receive a confirmation of delivery date, if for any reason there is a problem with your order one of our customer service representatives will be in contact with you to keep you up to date on the progress of your order. It will be necessary for you to provide a contact number.

Please note some product from our suppliers is made to order and will usually ship within 2 weeks, again we will keep you informed once the order has been generated in our system

Is it possible to have my order delivered to another address?

All deliveries will go to the address used in the delivery details section of the shopping cart or made direct to our customer care representatives. Please make sure that the full delivery address has been filled out and we have a phone number that is contactable between the hours of 7am and 5pm. Our independent delivery drivers are instructed to give you a call approximately half an hour before delivery to confirm delivery instructions.

What time will my delivery be?

Unfortunately, it is not possible for us to specify a delivery time, all deliveries should be between 6.00am and 7.00pm, and our drivers will give you a call approximately half an hour before your delivery to confirm delivery instructions.

What if I am not at home when the delivery arrives?

All deliveries will be delivered on the specified day unless held up by unforeseen circumstances, If you are not at home and the driver cannot get in contact with you, the driver will leave your product in a safe location at the address provided. If this is not an option due to safety issues or lack of space the product will be returned to one of our nearest store locations at the customers cost. A redelivery fee will then apply to get the goods re delivered.

Can we have our delivery placed in a specific area?

As we have an obligation to ensure the safety of people and property and must comply with WorkCover regulations, our driver will make the final decision on product placement, after assessing the site. If the driver determines that he cannot safely unload the product on site due to obstacles or safety issues relating to the unloading process or lack of space, the driver will endeavour to contact the customer either directly or indirectly to enable delivery. If unsuccessful, the product will be returned to one of our nearest store locations at the customers cost. A redelivery fee will then apply to get the goods re delivered.

What if my products are damaged or the order is not correct?

All damages and irregularities must be notified within 2 working days of the delivery. You must notify us of the exact amount missing or damaged and we will arrange for one of the supplier company representatives to visit the site and ascertain whether or not replacements will be made. It may be necessary for us to send out a manufacturer representative to approve the replacements. Due to the nature of the goods it is acceptable to have up to 10% wastage, these can be used for cuts. If on first inspection you notice that there are damages, please indicate this on the driver's paperwork.

As per Manufacturers terms & Conditions once a product is installed it is deemed as being accepted and refunds will not be provided. If there are any concerns about the quality of the product do not install and contact iLandscape immediately. You will be asked to cease installations until a company or supplier representative can visit site

Pavers, retaining wall and any other products will not be warranted if they have not been installed as per the manufacturers specifications or industry standard. It is the responsibility of the consumer or tradesman to research the correct way to install their chosen product

If the order is incorrect, please notify us immediately so we can have the situation rectified.

What if I order too many?

Unfortunately, we do not accept the return of surplus product; however, we do recommend that you order approximately 10% extra for cuts, breakages. Any product left over can be put away for any future repairs

What is your Returns Policy?

PLEASE CHOOSE CAREFULLY. We do not give refunds if you simply change your mind or make a wrong selection. You can choose a credit where goods are wrongly chosen. Once a Manufacturer has packed the order and a change is made to the order an administration fee and re packing fee of \$50.00 including GST will be charged if you decide to change your mind or want to bring it back. Some of the Manufacturers will charge a restocking fee of up to 20% of the original order. As this is not part of iLandscape these costs will have to be handed on to you as we find out what they are. iLandscape has the right to refuse an acceptance of a return product if it falls under a special-order product. Only items kept in stock will be accepted as returns and the product that is returned must be in the same condition and be resalable

How do I change my order?

If you need to add or subtract from your original order, please contact us as soon as you can. Any order that is already packed or collected from a supplier cannot be changed. A nominal admin charge of \$50.00 incl GST per order will apply for any changes to the order. If you decide that you are not happy with your order when it arrives onsite and it is no fault of the supplier, freight will be charged to send the truck to site to collect and also to return the stock to the supplier, there will also be a \$50.00 restocking fee + any nominal charges imposed from the supplier.

Estimations that we assist with

iLandscape will take no responsibility for estimations that we assist you with for your project. We will assist you as best we can with estimations and take-offs however we will not be responsible for the final count on how much product is required for your project and order. It is the responsibility of the contractor or the DIY installer who is installing the product to perform the final take-off on how much product is required for the job. If you require more product and or a return of leftovers this will be deemed to fall under the above-mentioned sections of the Return Policy.

Price Match Guarantee

iLandscape has a price match guarantee in place on all our products. All price match guarantee claims require a full written quote showing the full price of the product you are wanting to match and must include delivery of the items to your door. Product must be like for like and identical and must include delivery to site

Price match exclusions

- Cashback and coupon offer (i.e. supplier cashback or reduced price available via paper coupon or electronic codeword)
- Commercial quantities and pricing (i.e. a reduced price not available to the public)
- Stock liquidations (i.e. competitor clearance products or goods sold by a business placed into receivership)
- Excludes Bulk Landscaping materials (eg. Soil, Mulch, Pebbles, Stones, Sand etc)
- Excludes other retailers having sales on items

iLandscape maintains the right to refuse any price-match guarantee that runs below our cost price of buying the product.

BEFORE PURCHASING FROM US, PLEASE ASSURE YOURSELF BY PURCHASING/VIEWING SAMPLES AS TO THE COLOURS AND TEXTURES AS ACTUAL PRODUCTS MAY VARY FROM WHAT YOU SEE ON YOUR COMPUTER MONITOR AND FROM DISPLAY STANDS. ALL MASONRY& NATURAL STONE VARY IN COLOUR AN VARY IN SIZE, THIS WILL NOT MAKE UP PART OF A REFUND AS ALL PRODUCTS VARY . PLEASE NOTE YOU SHOULD ALWAYS PURCHASE THE FULL AMOUNT REQUIRED + WASTAGE AS BATCH VARIATIONS CAN OCCUR AND UNFORTUNATELY BATCH VARIATIONS ARE NOT A WARRANTED ISSUE FOR REPLACEMENT. ALL PRODUCTS VARY IN SIZES AS THEY ARE MANUFACTURED LANDSCAPE GRADE PRODUCTS AND THIS DOES NOT MAKE UP PART OF REFUNDS UNLESS IT EXCEEDS 10% OF THE ORDER IN NUMBERS