

SHIPPING AND RETURNS TERMS AND CONDITIONS

Delivery

All of 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 curbside 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 curbside will incur extra charges, if we are requested to cross the curbside 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 customer's 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 manufacturer's 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 between an exchange or credit where goods are wrongly chosen and this includes nominating the incorrect quantity when ordering. 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 inc GST will be charged.

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 \$25.00 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 25.00 restocking fee + any nominal charges imposed from the supplier.

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. 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