

HaH Shipping and Online Orders Policy 2024

Hydro at Home Shipping and Online Orders Policy

Introduction

Business & Leisure Solutions Pty Ltd ABN 97600277852 trading as HYDRO AT HOME is strongly committed to offering a safe and assured online shopping experience for all of our Customers. To this end, we strongly recommend reading our shipping and online orders policy.

The following shipping and online orders policy applies to all online HYDRO AT HOME Customers and users, and conforms to Internet privacy standards.

Shipping and freight

A Flat Shipping Rate of 17% of the total purchase value applies to all regions in Australia and is charged at the checkout on all applicable online orders as a delivery fee. This delivery fee will be capped at a maximum \$350 per order.

Online orders are delivered to addresses in Australia Only.

You must supply a street address for the delivery of Items as couriers **cannot deliver to PO Boxes**

In some cases, including small towns, the delivery will go to the nearest depot or a designated collection point in the closest town.

All orders are shipped with ATL (Authority to Leave) using our choice of post or courier so please ensure the correct details for delivery at your address during the checkout process.

Delivery Times After Dispatch (Approximate Guide Only)

Hydro at Home aims to have most orders dispatched within 72 hours of placing your order. Orders consisting of in-stock items - Items marked as "In Stock" are processed as quickly as possible to get them out of the warehouse and on their way to you. Delays can occur during peak buying periods. Should there be an extended delay with sending your order you will be notified as soon as possible.

- NSW / QLD / VIC METRO	1 - 4 DAYS
- NSW / QLD / VIC COUNTRY	2 - 8 DAYS
- SA / TAS	2 - 7 DAYS
- WA / NT	5 - 12 DAYS

All delivery time frames are **approximate** and are subject to variables outside of our control. If you have a specific delivery deadline please contact us and we will make arrangements with you wherever possible to meet your requirements.

Express Post Options

We may offer Express Post options on some of our products. It does not guarantee priority dispatch. Express Post generally means the transit time is less once an order has left us.

Delivery Addresses & Authority to Leave (ATL)

All orders are shipped with ATL (Authority to Leave)

Deliveries are generally made Monday to Friday, 8 am to 5 pm. In peak delivery times this may include Saturday deliveries. As such we recommend you use an address where you, or someone you designate, will be available to access the delivery as soon as possible as all orders are shipped with ATL (Authority to Leave) using our choice of post or courier and you can specify a safe place to leave the delivery at your address during the checkout process.

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Where possible, we always recommend you;

- Provide any specific delivery instructions (I.E. Battleaxe Block or White House)
- Specify a safe place to leave the delivery at your address

If an address cannot be found your parcel/s will be taken back to the depot and a card will be left to organise alternative arrangements. Re-delivery can usually be arranged, however, this will normally incur an additional charge at your expense.

Business Shipping Addresses

Please include the name of the business on your order if having your order delivered to a business address. Please also include the times in which the business can accept your delivery in the delivery instructions box when creating your order. This greatly assists the courier with your delivery so that your order can reach you as smoothly as possible.

Delivery Methods

Business & Leisure Solutions Pty Ltd ABN 97600277852 trading as HYDRO AT HOME have accounts with several wholesale goods distributors across Australia from which we may choose to drop ship and despatch orders as well as goods that will be packed and despatched from the store. All entities utilise national delivery companies including (but not limited to): AusPost, Toll, Main Freight and Couriers Please to deliver our products around Australia. The services available and used for your order will depend on the destination, size, and weight of the items and delivery time frames.

PO Box & Parcel Locker Deliveries

We cannot ship to Post office Boxes or Parcel Lockers

Please provide a residential address or business address for all deliveries. Courier services will not deliver to a Post Office for you. Please always include a legitimate business or residential address for delivery to make sure the package is not returned to us.

Failure to include a legitimate business or residential address for delivery may incur a return shipping cost at the customer's expense.

This cost will be deducted from any credit or refund amount.

International Delivery

Currently, we do not ship internationally. Delivery is available within Australia only.

Pre-Ordered Items

Items that are listed on our site as Pre-Order Available will automatically be placed on back order.

If you choose to Pre-Order these items and other IN Stock items in the same order - we will dispatch the entire order when your Pre-Order arrives.

If this is not suitable, please place two separate orders.

Back-Ordered Items

Items that are listed on our site as on Back-Order or Back-Order Available will be fulfilled as soon as stock becomes available to despatch.

If you choose to Back-Order items and purchase other IN Stock items in the same order - we will dispatch the entire order when your Back-Order arrives.

If this is not suitable, please place two separate orders.

Stock Availability

The availability of stock shown is based on real time stock holdings and warehouse stock levels.

Cancelling An Order

In the first instance that you wish to cancel your online order, please contact the Hydro at Home Online Team via phone (02) 4571 1620 or email (grow@hydroathome.com.au) with your customer details.

Prior to your order starting processing through the warehouse, the Hydro at Home team are happy to cancel your order for a full credit or refund **except in the case of Special Order Items**.

For orders that are being processed or have been dispatched from the warehouse but have not yet been received, we will have to organise a return through the delivery service in which your order was sent.

Please note that as the item/s have already been processed in our system or left our warehouse, there may be a return shipping cost at the customer's expense. This cost will be deducted from your credit or refund amount once we have received the item/s back into our warehouse. To determine the return shipping fee, please contact the Hydro at Home team using the methods above.

For online orders that have already been received and you would like to return, please see details of our Returns Policy.

Shipping and freight – EXCLUSIONS

We are unable to deliver:

- to PO BOX addresses
- Anything classified as 'Dangerous Goods' products like pH up & pH Down solutions
- Bulky or palletised orders (without prior arrangement)