

SHIPPING AND TRANSPORTATION INFORMATION

SOLAR BATTERY WAREHOUSE

SOLAR BATTERY WAREHOUSE PARTNER WITH THE FOLLOWING TRANSPORT COMPANIES

- TNT
- FOLLOWMONT
- CNQ
- GENERAL CARRYING
- STAR TRAC

We will use the service that best suits the type and size package we are transporting.

Shipping is available Australia wide

We endeavour to have products packed and shipped within 3 days of payment.

For grouped products that require integration, allow an additional 5 working days

We will supply consignment details and a tracking number once the order has left our warehouse. This tracking number can be entered on the relevant courier company's website to view the status of your delivery.

Goods are delivered during business hours, and must be signed for at the time of delivery. Delivery is not available on weekends, public holidays or after business hours.

LARGER / HEAVIER PRODUCTS WILL BE SHIPPED TO YOUR NEAREST DEPOT FOR COLLECTION BY YOU AT YOUR EARLIEST CONVENIENCE

Delivery Terms

these can be entered on the relevant courier company's website to view the status of your delivery. Goods are delivered during business hours, and must be signed for at the time of delivery. Delivery is not available on weekends, public holidays or after business hours.

Please ensure you provide a physical home or business address for delivery (couriers will not deliver to a PO Box) and a daytime contact number. If nobody is available to sign for your delivery, the courier company may opt to leave the package in a safe location at the address, or alternatively leave a calling card with details on where to pick up your delivery (usually at their local depot).

Delivery Times and Pickups

Some of our items are shipped from our warehouse based on the Sunshine Coast, Queensland, Batteries generally from Sydney. Please allow 1-3 business days after payment has cleared for your order to be processed.

Some items that are built to order may take additional time for construction.

If you need your order to arrive by a certain date, please contact us prior to ordering so we can ensure that it will get to you in time.

Estimated delivery times (after your order has been processed)

- Brisbane, Gold Coast: 1 - 2 business days
- Sydney, Melbourne, Adelaide: 3 - 5 business days
- Perth, Darwin, Hobart: 7 - 10 business days

Please be aware remote/regional areas may take additional time

Alternatively, feel free to pick up your order from our warehouses on the Sunshine Coast and Sydney.

Please be aware not all products are always in stock, so please call before coming.

Delivery Costs

Delivery costs for all items are automatically calculated based on the address provided by the customer, the weight/dimensions of the items to be shipped, and any fees charged by the courier company to deliver. For some items (particularly very bulky items such as battery banks), delivery costs cannot be automatically calculated online.

Please contact us for delivery costs to your area if ordering these items.

Damaged Packages

Delivery insurance is included with all purchases, covering your items from damage or loss during transit. If you receive your order and find it has been damaged, please report this to us within 48 hours.

When signing for the delivery, note that the goods are damaged with the delivery driver

Take photos of the damage and send to us via email

Contact us on 1800 853 315 and a staff member will assist you further

Lost Packages

If you haven't received your order and believe it may be lost, please first enter your order tracking number (received by email after your order has been processed) on the relevant courier's website to track the status of delivery.

If your tracking number doesn't work, or your order doesn't seem to be moving, please contact us and a staff member will follow your delivery up with the courier company and inform you of the outcome.