

Shipping and Delivery

If you have a question about our shipping policy or need help placing your order, please call Ellis Outdoor Living on 03 9878 2728 (7 days, 10.00am-5.00pm).

Risk and liability in goods pass to you at the time of pickup or delivery of the Goods to your nominated address.

We do not store your credit card or bank information. We will not be liable for any damages or losses caused if a member's card is used fraudulently.

Electronic Funds Transfers (EFT): require approximately two (2) business days before funds are cleared and the payment is confirmed as having been received. The estimated lead-time is an approximation only and is subject to change.

Standard Orders

Processing/Shipping: Orders will ship within 1-3 business days from the time your order is received.

Delivery

Cost: Shipping costs may vary based on the products and area of delivery. Shipping costs will appear on the Shopping Cart page, so you can see the costs before any payment is made.

Metro & Regional Deliveries may be scheduled or delivered between Monday-Friday 8AM and 5PM local time. Please note: No weekend deliveries.

For Metro Areas:

Our staff will contact you within 1-3 business days to arrange a suitable delivery time for delivery.

For Regional Areas:

Deliveries may take up to 14 days from the order being received by our warehouse.

Online Orders

Full Payment for products must be made at the time of purchase.

Occasionally, certain goods may be out of stock or be subject to long lead times. The estimated lead-times are an approximation only and are subject to change. If we are unable to fulfil your order in a reasonable period, we will refund you the price of the goods.

Delivery and assembly fees will depend on where your order is being delivered, the size of the package and the weight. Products bought online can only be delivered within Australia. It is the customer's responsibility to ensure that the correct delivery address, contact number(s) and email address are provided to Ellis Outdoor Living at the time of purchase. Please note any re-delivery due to address changes are at extra cost to the customer.

Someone aged over 18 must be present and able to accept the delivery at the delivery address supplied by the customer. Ellis Outdoor Living reserves the right to nominate the day of delivery of the Goods, which will be performed within a mutually agreed time frame, and all reasonable endeavours will be made to ensure this occurs. Unforeseeable circumstances may impact delivery within the agreed time.

If goods are to be stored in our warehouse, it must be under agreement by both parties with any outstanding balance paid in full immediately. A storage fee may be applied for late collection of goods outside the agreed storage time.

All online purchases are subject to our Refund Policy

Delivery Information

Normal delivery is to the customers Garage Door area, unless specified and agreed to.

Extra costs may be incurred.

- for assembly
- placement of products into a specific location.
- Disposal of packaging.

Shipping costs will appear on the Shopping Cart page, so you can see the costs before any payment is made. If shipping to a commercial address, please ensure the business name is included in the order details.

The total amount of time for order processing, shipping and delivery is dependent upon the following:

- The availability of the product(s) you are ordering.
- The day and time your order was received.

- A successful payment authorisation
- The distance between the delivery address from our warehouse.
- The carrier(s) delivering the order(s)

Cancellation of an Order

For in stock goods, you can cancel an order for a full refund any time before your product has been shipped. If you wish to cancel an order, you can contact us by phone 03 9878 2728 or by email.

Once the order has been confirmed as not shipped a refund will be issued within 5 working days in the same way they were originally paid. Please note: You cannot cancel a **special order** (items specifically ordered in for a customer) once payment is received.

Pricing

All prices listed on the website are in Australian Dollars unless otherwise specified.

All prices on the website include GST, unless otherwise specified.

All prices on Ellis Outdoor Living website are subject to change without notice.

Prices for items on your order are fixed once your order has been confirmed, subsequent price changes either up or down will not be retroactively applied to confirmed orders.

You agree to pay delivery charges as they are calculated and listed in the order confirmation at the time of purchase.