



# **SUNRISE POLICY**

A guide to our Shipping Policy





## Shipping Policy

### Your consent to this Policy

By using our services, interacting with us, and purchasing our products, you agree to the Shipping Policy outlined below and above and consent to the collection and use of information by us in accordance with this Policy. Please note that we reserve our right to amend, remove or vary this policy from time to time without notice. You should check this page regularly to take notice of any changes we may have made to this policy.

### Dealing with Sunrise

Upon confirmation of your order, goods will usually be dispatched within 1-2 business days. We provide shipping options Australia wide through a range of services and various couriers. Please contact us if you need overnight express shipping or have specific requirements. If there are any delays in the process, we will do our best to notify. Typically, delivery times are 3-15 business days.

### Shipping services

- We provide a free click and collect service from our stores which you can select at checkout
- Combined postage is available, simply add all the items you wish to purchase to your cart, and you will automatically receive the best freight.
- We work with multiple courier partners to provide reasonable freight costs and quality service. The type of courier used is automatically selected based on size, weight, and delivery location of each item.
- To view the most up to date tracking please proceed directly to the courier's website.
- Most non-bulky freight is shipped out within one business day. However please understand delays can happen.
- Depending on a parcels weight and size the postage company may have authority to leave the parcel in a safe place on the property. Please ensure you keep an eye on tracking number to ensure you have received your parcel as once marked delivered we are not liable for any theft or loss of parcel.
- If your item is declared lost, damaged or missing something due to transit please contact our team and we will assist you. Often, we the supplier will bear the responsibility of sending replacement parts out to you.
- Once an order has been placed it is extremely difficult for our team to change the shipping address. If you need to make any changes, please contact our team asap and we will do our best if the item has not been sent. If by chance the item is still sent to the original address despite our attempts, we ask that you collect the item from the original address as this is what was provided to us.
- Although we try our best to service all areas possible, in the rare chance we are unable to logistically get your parts to the location you want delivered, our team will get in touch to see what options we have for you. This may include a refund or sending goods out to an alternative address.

### Customer expectations

- Please avoid providing a PO-Box or parcel locker, especially for large and bulky items as this will delay the dispatch/delivery of your item, please provide physical street/home/work address. If the team believe we will be unable to deliver to the address provided they may cancel your order.
- Estimated delivery dates are not a guarantee, if you have paid standard, express, overnight or another type of shipping cost for an item and it does not arrive by a specified date, we are unable to refund the postage in this case. Sadly, we have no control over the delays couriers may face and are unable to provide a resolution for issues that may arise because of these delays.



## **Bulky and Pallet Freight**

- Due to constraints with courier options, we require customers to provide us a business/commercial address for bulky/pallet freight and to have a forklift or unloading capacity on site.
- If you would like us to send a bulky or pallet item to a residential address, please contact our team for assistance. Please note there are additional surcharges for residential addresses. If we find a residential address has been provided for a bulky/pallet item our team may get in touch to see what options, we can provide you. These include:
  - Sending the item to the closest depot
  - Asking you to provide us with an alternative business/commercial address
  - Providing you with a quote for the additional fees to deliver to a residential location.
- For bulky and pallet freight, you may be required to collect from your local depot if you do not have a forklift and commercial address.

## **Shipping costs**

- Unless free shipping is provided the buyer will receive a shipping quote at checkout to pay for us to ship out the goods, you will receive the best price automatically depending on your shipping location.
- A re-delivery fee charge will be charged to buyers for items that are undeliverable and/or returned due to incorrect address or unsuccessful delivery.

## **Shipping returns**

- Should you wish to return an item it is the buyer who will need to bare the return shipping costs. Our team may be able to provide you a return label at an affordable price.
- Please note that any shipping cost paid are non-refundable in the case of change of mind returns.
- If you wish to exchange an item, the buyer will need to bare the postage costs both ways.
- If an item being returned by a buyer is declared lost in transit, damaged or missing items due to transit you may not receive a full refund. Certain couriers provide free or extra insurance which you can use to make a claim if required.

## **Contact**

For more information about our shipping policy or if you have any questions, please contact us via our enquiry form.

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