

Shipping, Warranty, Returns & Refunds Policy

Western Pallet Racking

At Western Pallet Racking, we are committed to supplying high-quality storage, shelving, and industrial equipment designed for durability and reliability. This policy outlines our approach to **shipping, product warranties, returns, and refunds** to ensure transparency and customer satisfaction.

Shipping Policy

Western Pallet Racking ships products **within Western Australia** using a network of trusted freight carriers.

Shipping Timeframes

Orders are generally dispatched within **1–3 business days** of payment confirmation, subject to stock availability.

Estimated delivery timeframes within Western Australia:

- **Perth Metro:** 1–3 business days
- **Regional Western Australia:** 2–7 business days
- **Remote Areas:** Delivery times may vary depending on freight carrier availability.

Delivery timeframes are estimates and may vary due to freight schedules, weather conditions, weather events, or other unforeseen circumstances.

Shipping Costs

Shipping costs are **not automatically calculated at checkout**.

Customers can obtain shipping costs in the following ways:

- **Before placing an order** – Please contact our team by phone to request a freight quote.
- **After placing an order** – Our team will contact you with the shipping cost before the order is processed.

Alternatively, customers can call us directly to obtain **current shipping rates within Western Australia** prior to completing their purchase.

Shipping costs vary depending on:

- Delivery location
- Order size and weight
- Freight carrier requirements for bulky or heavy items

Orders will **not be dispatched until the shipping cost has been confirmed and accepted by the customer.**

Delivery Requirements

Customers must ensure:

- Delivery access is suitable for freight vehicles where required.
- Someone is available to accept delivery during business hours.
- Any damage to packaging is noted with the freight carrier at the time of delivery.

If delivery cannot be completed due to access issues or no one being available to accept the delivery, **additional freight or redelivery charges may apply.**

Product Warranty

Western Pallet Racking stands behind the quality of its products. Warranty coverage varies depending on the product type.

Structural Product Warranty

Most Western Pallet Racking storage systems and structural products include a **structural warranty covering defects in materials or workmanship under normal use.**

This warranty covers:

- Structural failure of shelving, pallet racking, and storage systems
- Manufacturing defects in materials or workmanship

If a product fails due to a verified manufacturing defect, Western Pallet Racking will **repair or replace the affected component at our discretion.**

Warranty Conditions

For warranty coverage to apply:

- Products must be **installed correctly and used for their intended purpose**
- Products must not be modified or altered without approval
- Any faults must be **reported in writing as soon as reasonably possible**
- Western Pallet Racking must be allowed reasonable access to inspect the product if required

This warranty applies **only to the original purchaser and is non-transferable.**

Warranty Exclusions

The warranty does not cover damage caused by:

- Incorrect installation
 - Misuse, abuse, or negligence
 - Overloading beyond rated capacity
 - Environmental damage or corrosion
 - Chemical or acid exposure
 - Cosmetic damage including scratches, dents, or powder coating wear
 - Normal wear and tear
 - Products modified or repaired without approval
 - Freight, removal, reinstallation, or labour costs
 - Damage occurring during transport arranged by the customer
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Returns & Refunds

Western Pallet Racking accepts returns subject to the following conditions.

Change of Mind Returns

Customers may request a return within **14 days of receiving the goods** if they change their mind.

To qualify for a return:

- Products must be **unused and in original condition**
- Items must be **returned in their original packaging**
- Proof of purchase must be provided
- Return freight costs are the responsibility of the customer

A **restocking fee of up to 10%** may apply.

Original freight charges are **non-refundable.**

Damaged or Incorrect Goods

If goods arrive damaged or incorrect, customers must:

- Notify Western Pallet Racking **within 48 hours of delivery**
- Provide **photo evidence of the damage**
- Retain all packaging until the issue has been resolved

Once the issue is verified, we will arrange **repair, replacement, or refund** in accordance with Australian Consumer Law.

Refund Processing

Once returned goods are received and inspected:

- Refunds will be processed within **7–14 business days**
- Refunds will be issued to the **original payment method**

Western Pallet Racking is not responsible for items damaged during return shipping due to inadequate packaging.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the **Australian Consumer Law**.

You are entitled to:

- A **replacement or refund for a major failure**
- Compensation for any other reasonably foreseeable loss or damage
- Repair or replacement if goods fail to meet acceptable quality standards and the failure is not major

These rights apply in addition to any warranty offered by Western Pallet Racking.

Making a Warranty Claim

To lodge a warranty claim, please contact Western Pallet Racking and provide:

- A description of the issue
- Photographic evidence where possible

- Proof of purchase
- Your contact details

Once your claim is received, our team will review the information and advise the next steps.