

FREIGHT & SHIPPING POLICY

Melbourne Building Products Pty Ltd Effective Date: June 2026

1. Statutory Notice & Delivery Estimates

1.1 Australian Consumer Law (ACL) Compliance

In accordance with the Australian Consumer Law (ACL), Melbourne Building Products Pty Ltd guarantees that all delivery services, whether facilitated via our internal fleet or external third-party networks, will be provided with due care and skill.

1.2 Transit Timeframes as Guidelines Only

All delivery, freight, and shipping timelines provided at the time of online checkout or in-store purchase are operational estimates and guidelines only. While we endeavor to ensure timely arrival, Melbourne Building Products Pty Ltd is not liable for logistics delays caused by external supply chain fluctuations or carrier capacity issues.

2. Store Delivery & Logistics (In-House Fleet)

Melbourne Building Products Pty Ltd offers a dedicated local truck delivery service facilitated using our own proprietary fleet of vehicles to selected locations.

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Eligibility: A Melbourne Building Products Pty Ltd internal delivery option may be provided when shopping online or in-store, provided that the final delivery destination falls entirely within our designated store local delivery area.

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Support: If you have any operational questions regarding an order utilizing the Melbourne Building Products Pty Ltd truck delivery option, please contact our dispatch team or your original store of purchase directly. Your local store contact details are located on your online order confirmation email and your official tax invoice.

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3. Standard Third-Party Freight Services

Melbourne Building Products Pty Ltd does not offer promotional or complimentary free shipping. All online orders are dispatched using specialized third-party freight networks and commercial carrier systems via Interparcel to ensure safe and reliable transport.

3.1 Standard Delivery Availability

Standard road freight options are available for all online orders processed through our third-party freight carriers via the Interparcel platform.

3.2 Estimated Standard Transit Windows

The average estimated transit windows for standard delivery from the date of formal warehouse dispatch are as follows:

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Australia-Wide (Including most regional areas): 4 to 7 business days.

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Remote Zones: 7 to 10 business days. *(This zone includes WA country, Far North QLD, and most of the NT outside of Alice Springs and Darwin).*

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4. Express Third-Party Freight Services

Melbourne Building Products Pty Ltd does not offer promotional or complimentary express shipping. Where express transit is requested or selected by the customer, fulfillment is facilitated strictly via our premium third-party freight carriers booked through Interparcel at the customer's sole expense.

4.1 Express Fulfillment Guidelines

Express shipping options are available for online orders subject to carrier capacity, dimension constraints, and carrier weight restrictions.

4.2 Estimated Express Transit Windows

Actual transit times fluctuate based on real-time supply chain conditions and carrier volume. The standard estimated timeframes for express road or air freight are:

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Metropolitan Locations: Allow a minimum of 2 to 3 business days from the date of formal warehouse dispatch.

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Regional & Interstate Locations (Including WA, QLD, and NT): Allow 5 to 7 business days for express transit. This window varies based on the exact road distance between our dispatch facility and your specified destination.

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5. Delivery Attendance, Depot Collections, & Holds

To protect your premium structural materials from theft, environmental exposure, loss, or weather damage, Melbourne Building Products Pty Ltd enforces a strict chain of custody protocol across all third-party freight services managed through Interparcel:

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Mandatory Physical Signature: All standard and express third-party freight shipments require an authorized or able-bodied person to be present to provide a physical signature upon delivery arrival.

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Failed Delivery Attempts: If an authorized or able-bodied person is not present to receive and sign for your online order at the scheduled drop-off time or during the carrier's delivery window, the freight carrier reserves the right to abort the drop-off and redirect or transfer your consignment to their nearest commercial freight depot for secure holding.

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Customer Accountability: To avoid logistical delays, project disruption, or potential warehouse storage penalties levied by third-party carriers, it is the customer's sole responsibility to closely monitor all digital tracking notifications, review delivery notification emails, and ensure an authorized person is on-site to accept the cargo.

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6. Interparcel Tracking & Logistics Support

To monitor, track, manage, or query your active standard or express shipment while it is in transit and in the possession of our third-party logistics network, please contact the Interparcel customer care and dispatch management teams directly through the following official communication channels:

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Telephone Support: Call 1300 006 008

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Email Inquiries: shipping@interparcel.com.au

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Live Digital Chat & Tracking: Access real-time courier tracking and live help features directly via the official Interparcel portal at www.interparcel.com.au

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