

## Shipping and Delivery Policy

### Supply and Delivery

- (1) Subject to you complying with these Terms and acceptance of your Order by Robo-Tek, Robo-Tek will sell and supply the products to you as shown on your Order confirmation.
- (2) Products are normally despatched the next business day. Where Products are not be available for immediate delivery, the indicative delay will be displayed on the website in various placing, including, but not limited to the "Check Out" and Cart pages. However unforeseen shipping delays are outside our control. .
- (3) When you complete your Order you will be prompted to select whether you wish to collect your Order from a Robo-Tek Store or to have the Order delivered to an address specified by you.
- (4) Where Robo-Tek is not able to deliver your order in the indicative timeframe, you may cancel your Order without charge, and Robo-Tek Online will arrange for a full refund of any payment made by you to be processed.
- (5) Delivery times may be greater than 5 business days for regional or remote areas.

### Delivery by Post or Carrier

- (1) The terms of this clause apply where you select to have your goods delivered to a specified address.
- (2) The delivery address must be an address within Australia and cannot be a freight forwarding location. Deliveries cannot be made to PO Boxes.
- (3) On receipt of your Order by Robo-Tek, your Order will be dispatched to your specified delivery address generally within 5 business days of the date you placed your Order.
  - Robots are sent via Courier (e.g. Toll, TNT Express)
  - Spare Parts are sent by Australia post (Express or Standard – as detailed on the purchase order)
- (4) You will be required to be available in person to accept delivery of your Order.
- (5) If you wish to change the delivery date or delivery address you must advise [sales@robo-tek.com.au](mailto:sales@robo-tek.com.au) immediately.
- (6) Robo-Tek will use its best endeavours to deliver your Order within any stated timeframes for dispatch, however Robo-Tek Online does not warrant that these timeframes will always be met, as many factors may affect these timeframes.
- (7) You must advise at the time you place your Order via the website or later when you discuss delivery with Robo-Tek, of any difficulties that may be involved in the delivery. If you do not state the

situation correctly and on arrival the delivery contractor deems it to be a difficult location you will be liable for any extra charges including redelivery fees.

(8) Robo-Tek Online cannot and will not accept responsibility for delivery failures or delays by our third party delivery contractor.