

## Delivery Address and Contact Details

When placing an order with RBA, we require a physical street delivery address with forklift facilities. To assist us in processing your order, please provide a contact number. We will only deliver to PO Boxes under agreed special circumstances such as where the item is small or where you are in a remote area. If a courier's attempt to deliver a shipment fails, we reserve the right to charge a re-delivery fee for each subsequent delivery attempt.

Please note that an authorised signatory needs to be at the delivery address to sign for and collect the goods. RBA does not offer a COD option for orders - payment must be made prior to shipping.

**Site Delivery:** RBA does not deliver to site.  
**Delivery Charges:** All prices exclusive of GST

## Region 1

Includes the following locations:

- Brisbane Metro
- Melbourne Metro
- Sydney Metro
- Newcastle Metro
- Geelong Metro
- Wollongong Metro
- Adelaide Metro
- Canberra Metro

Order Less than: \$400 = \$40 Freight Charge  
Orders Greater than: \$400 = Free Delivery

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## Region 2

Includes the following locations:

- NSW Regional
- VIC Regional
- SA Regional
- Southern QLD Regional

Orders Less than: \$400 = \$55 Freight Charge  
Orders Greater than: \$400 = P.O.A.

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## Region 3

Freight charges for all locations outside Regions 1 & 2 are P.O.A. e.g.

- TAS
- WA
- NT

## Proof of Delivery

If you haven't received your order or require a proof of delivery after the standard lead time, please email: [sales@rba.com.au](mailto:sales@rba.com.au) or call us on 1300 788 778.

## Delivery Lead Time

For delivery to Region 1, please allow 2-3 days providing stock is available for release.

For delivery to more remote or rural areas, please allow a further 7 working days. Despite the fact that we try our very best to stock at least 95% of what we sell, certain products may take longer to obtain. If there's a delay to your order, you'll be informed of the ETA (estimated time of arrival) via email or phone.

## Can I collect from your Office/Warehouse?

We do not keep stock of all products in all locations and do not offer over the counter sales. If you wish to collect, please confirm stock and availability with our Sales team prior to placing your order. When submitting your order, please specify the location of pick up in the 'Deliver To' section. Our Sales team will then contact you to advise when goods will be ready to collect.