

Schweigen Home Delivery Policy

Exclusively for Pro Forma Orders

Home Delivery Policy

- We deliver for free to the following metro postcodes of VIC, NSW, SA, WA and QLD:
 - Melbourne: 3000-3062, 3064-3098, 3101-3138, 3140-3210, 3800-3801, 8000-8999, 9999
 - Sydney: 1000-1935, 2000-2079, 2085-2107, 2109-2156, 2158, 2160-2172, 2174-2229, 2232-2249, 2557-2559, 2564-2567, 2740-2744, 2747-2751, 2759-2764, 2766-2774, 2776-2777, 2890-2897
 - Adelaide: 5000-5113, 5115-5117, 5125-5130, 5158-5169, 5800-5999
 - Perth: 6000-6030, 6036, 6050-6066, 6069, 6076, 6090-6110, 6112-6120, 6147-6160, 6162-6175, 6180, 6182-6206, 6210, 6800-6990, 6992-6996
 - Brisbane: 4000-4018, 4029-4068, 4072-4123, 4127-4129, 4131-4132, 4161-4164, 4169-4182, 4205-4206, 9000-9725
- All rangehoods will be delivered packaged to the front door of the delivery address, and will not be unpacked or installed as part of this service.

Delivery Cost

- Standard Charge of \$80 per rangehood applies for all other postcodes, except for the following which we don't currently deliver to: 803, 822-827, 852, 854-859, 862-869, 872, 880-905 and 6798-6799.
- Re-delivery Charge of \$80 per rangehood will apply where an attempt to deliver to the chosen address fails due to the receiver being unavailable to sign for item(s).

Delivery Times

- Deliveries will be made on Monday to Fridays, between 9am-5pm, excluding public holidays.
- If there are any causes for delay on delivery day, our delivery agents will contact the customer to make them aware of the delay and reschedule if required.

Delivery Notification

- Our delivery agents will contact the customer to arrange the delivery date and AM or PM time window. Due to the quantity of deliveries and the routes our agents use, customers will not be able to specify a delivery time.
- If our delivery agents are unable to contact the customer and attempt delivery during that day and/or if the nominated address is unattended – the customer will be charged re-delivery fees, so please ensure their contact information on the order is correct.

Taking Delivery

- Customer will need to have someone over the age of 18 available to sign for the item/s on the order and accept delivery at the front door of the delivery address.
- Upon receipt of delivery, customers should check that all items are correct, complete and undamaged. If there are any problems with the delivery, they should contact us at 1300 881 693.
- If there is no one on-site during the allocated delivery window, re-delivery charges will apply.

Change of Details

- If customers need to change their delivery details for any reason or wish to advise of us of any special needs for delivery, they should contact our customer service department on 1300 881 693.