



SGTA – Shipping & Delivery Policy

Effective Date: 01 July 2026

Shipping Locations

Online checkout is available for Australian delivery addresses only.

For delivery to New Zealand, Papua New Guinea, Fiji, New Caledonia or other approved destinations within Australasia, please contact SGTA for a freight quotation before ordering.

Shipping Rates

Flat-rate shipping is available Australia-wide, including regional and remote areas:

- Standard Shipping: \$20.00
- Express Shipping: \$30.00

Flat-rate shipping applies to standard parcel-sized orders delivered within Australia and includes orders containing one disposable gas cylinder.

Additional freight charges may apply to orders containing multiple disposable gas cylinders, oversized or heavy items, multiple-carton consignments, or products requiring specialised freight. Where additional freight charges apply, SGTA will contact the customer before dispatch.

If you are unsure, please contact sales@sgta.au before placing your order.

Delivery Addresses

SGTA delivers to business, residential and PO Box addresses.

Standard parcel orders are shipped with Australia Post using tracking and Signature on Delivery. For parcels addressed to a PO Box, Australia Post may place a signature item in the box without obtaining a physical signature; its delivery scan can satisfy the signature requirement. PO Box holders can arrange to collect signature items at the Post Office counter if they prefer.

Customers are responsible for providing complete and accurate delivery address and contact information.

If an order is returned due to incorrect or incomplete customer-supplied information, redelivery charges may apply.

Please contact admin@sgta.au as soon as possible if an address needs correcting. Changes are not possible once the order has been dispatched.

Dispatch & Delivery Times

In-stock orders are generally dispatched within one business day after the order and payment are received and any required order verification is completed.

Estimated Australia Post delivery timeframes after dispatch are:

- Standard Shipping: 2–6 business days
- Express Shipping: 1–3 business days

Delivery times are estimates only and may vary depending on destination and carrier conditions. These timeframes apply from the date of dispatch and are separate from SGTA's order processing time.

Orders received on weekends or public holidays will be processed on the next business day.

Dispatch & Delivery Times *-continued*

Orders received during a published SGTA closure period will be processed when SGTA reopens.

If there is an unexpected delay after an order is placed, SGTA will contact the customer and provide updated information regarding product availability and the expected supply timeframe.

If the revised timeframe is no longer suitable, the customer may cancel the affected order and SGTA will provide a refund without unreasonable delay.

Dangerous Goods

Disposable gas cylinders are classified as dangerous goods and can only be transported by road. SGTA uses TNT road freight for these deliveries.

Orders containing one disposable gas cylinder are included within SGTA's applicable flat-rate shipping charge.

Orders containing more than one disposable gas cylinder may incur additional freight charges. Where this occurs, SGTA will contact the customer before dispatch.

In-Store Pickup

In-store pickup is available at no freight charge from:

Specialised Gas Technologies Australia
49 Willandra Drive
Epping VIC 3076

Customers should wait until SGTA confirms that their order is ready before attending for collection.

Anyone collecting an order on behalf of a customer must present the order ID and proof of purchase at the time of collection.

Lost or Damaged Deliveries

If an order is reported as lost or damaged in transit, SGTA will investigate the matter with the carrier before determining the appropriate resolution.

Customers may be asked to provide information or evidence reasonably required to assist with the investigation.

Where a delivery is confirmed as lost or damaged, SGTA will provide an appropriate remedy in accordance with Australian Consumer Law.