

# Shipping and Delivery Policy

## Freight Information

### 1. Customer Responsibility:

- Unloading freight is the responsibility of the customer.
- Freight must be signed for and received by the customer. Truck drivers will not unload freight or leave it without a signature unless pre-approved by Grand Slam Sports Equipment.
- The customer must ensure there is sufficient access, equipment, and personnel available to unload the entire order from the truck, especially for items over 100kg and lengths up to 10m.

### 2. Freight Costs and Delivery:

- Freight has been costed for all products to be delivered in a single drop. If items are required for dispatch before the main order, additional freight charges will apply.
- If priority freight is required, the customer must advise Grand Slam Sports Equipment at the time of order. Grand Slam Sports Equipment cannot guarantee delivery times for any freight.

### 3. Receiving Freight:

- The customer must check that all items have been received from the freight company before signing the freight company's paperwork and allowing the freight company to leave the premises.
- The customer must also check all items for damage before signing the freight company's paperwork. Failure to do so may result in claimed missing or damaged items not being replaced under warranty.
- Once the freight company's paperwork has been signed, the customer accepts the delivery and items as per the packing slip.
- Any damages must be reported to Grand Slam Sports Equipment along with detailed images within 7 days of receiving the order by emailing us [here](#).

### 4. Additional Freight Charges:

- Turning freight trucks away or holding the freight at a depot will result in extra freight charges.
- All freight quoted is insured. If the customer chooses not to accept the insured freight quote, items damaged in transit will not be replaced by Grand Slam Sports Equipment.

### 5. Installation Deliveries:

- If Grand Slam Sports Equipment is installing the components, the goods will arrive on-site before our installers. It is the customer's responsibility to ensure there is sufficient access, equipment, and personnel available to unload the entire order from the truck, including any toolboxes for installation.
- The customer is responsible for storing all delivered items in a safe, enclosed environment where no damage can affect any of the goods. Grand Slam Sports Equipment will not be

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responsible for any water damage to any of the delivered goods due to the customer's negligence. Any water-damaged products will be replaced at the customer's expense, including the cost of the freight.

### Contact Information

If you have any questions or concerns about our Shipping and Delivery Policy, please contact us at:

Grand Slam Sports Equipment

07 3205 3388

[sales@grand-slam.com.au](mailto:sales@grand-slam.com.au)

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