

## Queensland Same Day Delivery Service...

What is the Rexel, John R Turk & Ideal Electrical Delivery Promise\*?

- Our delivery promise is a fast and convenient option so you can get your electrical products sooner. Our promise is :
- If you place your order before 9am Monday-Friday, your order will be delivered by 3:00pm on the same day.\*
- If you place your order before 2pm Monday-Friday, your order will be delivered before 10.00am the next day.\*
- You can also click and collect in 1 hour Monday-Friday.\*\*
- This applies to delivery within the following Gold Coast areas (postcodes: 4223, 4210, 4211, 4220, 4217, 4216, 2485, 4207)
- This applies to delivery within the following Brisbane areas (postcodes: 4076, 4173, 4108, 4007, 4107, 4122, 4305, 4127, 4157, 4178, 4034, 4006, 4500, 4034, 4051, 4506, 4509)
- This applies to delivery within the following Sunshine Coast areas (postcodes: 4560, 4558, 4551, 4558, 4575)

How do I place my order with the Rexel, John R Turk & Ideal Electrical Delivery Promise\*?

- You can place your order on the Rexel, John R Turk or Ideal Electrical webstore or by emailing or calling your Rexel, John R Turk or Ideal Electrical branch.

Does it cost extra?

- Our Delivery Promise\* is free for minimum orders of \$250. For orders below \$250, a delivery fee of \$20 + gst applies.

Who will deliver my order?

- Your order will be delivered by our delivery partner.

Are all your products available for the Rexel, John R Turk & Ideal Electrical Delivery Promise\*?

- To ensure the best possible customer experience, and in the interest of maintaining high product quality, there are certain products are not suitable for delivery and are therefore not available for the Rexel, John R Turk & Ideal Electrical Delivery Promise\*.
- Exclusions include: Orders in excess of 3 pallets and special order products.

What do I need to bring with me when I use the Click & Collect service?

- Once you have received an order confirmation, make your way with your photo ID and your order confirmation in hand. Please note that the Rexel, John R Turk or Ideal Electrical branch will hold your order for a period of 3 days.

I have a question about my order, what should I do?

- Please contact your local Rexel, John R Turk or Ideal Electrical branch, and we will be more than happy to assist.

Terms & Conditions

- **\*Same Day Delivery Terms & Conditions:** Applies to orders placed on business days only for delivery in the Service Areas only. Orders placed before 9:00am on any business day will

be delivered by 3:00pm on the same business day. Orders placed after 9:00am but before 2:00pm on any business day will be delivered before 10:00am on the next business day. Orders placed after 2:00pm on any business day, or on weekends and public holidays will be dispatched on the next business day. Delivery is free of charge for orders above \$250 excluding GST. Orders under \$250 (excluding GST) will incur a delivery fee of \$20 + GST. Subject to stock availability in selected Rexel, John R Turk or Ideal branch. Delivery to PO boxes or parcel lockers, orders in excess of 3 pallets and special-order products are excluded. We will always endeavour to deliver within the timeframe, however delivery may be affected by factors outside of Rexel's, John R Turk's or Ideal Electrical's reasonable control such as delays with our courier partners and Rexel's, John R Turk's or Ideal Electrical's liability is limited to a refund of the delivery fee, or the re-supply of the delivery service in respect of any delay damages. Rexel's, John R Turk's & Ideal Electrical's terms and conditions of sale located at [www.rexelha.com.au/legal](http://www.rexelha.com.au/legal) apply to all same-day delivery orders unless agreed in writing by Rexel, John R Turk or Ideal Electrical.

- **\*\*Click & Collect Terms & Conditions:** Applies to orders placed on business days only. Orders placed after 2:00pm on any business day placed on weekends and public holidays will be available for collection on the next business day. Subject to stock availability in selected Rexel, John R Turk or Ideal branch. Cable cuts and special-order products are excluded. Rexel's, John R Turk's & Ideal Electrical's terms and conditions of sale located at [www.rexelha.com.au/legal](http://www.rexelha.com.au/legal) apply to all click and collect orders unless agreed in writing by Rexel, John R Turk or Ideal Electrical.

## Brookvale Same Day Delivery Service...

### Terms & Conditions

- **\*Same Day Delivery Terms & Conditions:** Applies to orders placed specifically for express delivery on business days only for delivery in the Service Areas only. Orders placed before 9:00am on any business day will be delivered on the same business day. Delivery is free of charge for orders above \$250 excluding GST. Orders under \$250 (excluding GST) will incur a delivery fee of \$20 + GST. Subject to stock availability in selected Rexel branch. Delivery to PO boxes or parcel lockers, bulky items and special-order products are excluded unless agreed at the time of placing the order. We will always endeavour to deliver within the timeframe, however delivery may be affected by factors outside of Rexel's reasonable control such as delays with our courier partners and Rexel's liability is limited to a refund of the delivery fee, or the re-supply of the delivery service in respect of any delay damages. Rexel's terms and conditions of sale located at [www.rexelha.com.au/legal](http://www.rexelha.com.au/legal) apply to all same-day delivery orders unless agreed in writing by Rexel.
- **\*\*Click & Collect Terms & Conditions:** Applies to orders placed on business days only. Orders placed after 3:00pm on any business day placed on weekends and public holidays will be available for collection on the next business day. Subject to stock availability in selected Rexel branch. Cable cuts and special-order products are excluded. Rexel's terms and conditions of sale located at [www.rexelha.com.au/legal](http://www.rexelha.com.au/legal) apply to all click and collect orders unless agreed in writing by Rexel

### Service Areas

- Belrose;
- Palm Beach;
- Mosman;
- Chatswood

## Victoria Same Day Delivery Service...

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- If you place your order before 9am Monday-Friday, your order will be delivered on the same day.\*
- If you place your order before 3pm Monday-Friday, your order will be delivered by 9.30am the next day.\*
- You can also click and collect in 1 hour Monday-Friday.\*\*
- This applies to delivery within the Melbourne metro areas (postcodes: 3000, 3002-3004, 3006, 3008, 3011-3013, 3015-3016, 3018-3021, 3023-3034, 3036-3061, 3063-3068, 3070-3076, 3078-3079, 3081-3083, 3085, 3087-3090, 3093-3095, 3101-3109, 3111, 3113-3116, 3121-3138, 3140-3156, 3158, 3160-3163, 3165-3175, 3177-3202, 3204-3207, 3335-3338, 3427-3429, 3750-3752, 3754-3755, 3765-3767, 3786-3789, 3791-3792, 3796, 3802-3807, 3809-3912, 3930, 3975-3978)

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