

Waterstop Streamline Freight Information

Unless otherwise notified, standard stocked product will always be dispatched on the very next available courier. We ship every business day from Lowood, Queensland using a variety of couriers and freight companies.

Cut-off time for most orders leaving that day is 10.30am. Oversize products, which are listed on the fact file and price list with a double asterix **, travel via a different courier, and the cut-off time for these is 10.00am. We can sometimes squeeze in orders past this time but cannot guarantee it. If you have an urgent order, talk to us. There may be options available and we will do our best to help you.

Depending on the carrier, we can usually provide a Tracking Number so you can track your shipment's progress online.

Oversize items are too big to be sent by standard courier and must be sent via a road freight company. This usually results in delivery times being increased by a day or two, depending on the location.

The following times are based on our experience of shipping products around the country: Please understand that we do not run the courier companies and that sometimes (although rarely) events occur within them that are outside of our control.

- **South-East Queensland, including the Gold & Sunshine Coasts** are generally serviced in 1-2 business days and 3-4 days for oversize items.
- **Sydney, Central Coast, Coffs Harbour, Newcastle, Northern Rivers, Port Macquarie, Wollongong, Bundaberg, Gladstone, Maryborough, Mackay and Rockhampton** are generally serviced in 2-3 business days for products up to 2000mm in length and 4-5 days for oversize items.
- **Canberra, Melbourne, Albury, Orange, Bendigo, Geelong, Young, Cairns and Townsville** are generally serviced within 3-4 business days for products under 2000mm and 5-6 days for oversize items.
- **Adelaide** is generally serviced within 4-5 business days for products under 2000mm and 6-7 days for oversize items
- **Devenport, Launceston and Hobart** are generally serviced within 5-6 business days for products under 2000mm and 7 days for oversize items.
- **Darwin** is generally serviced in 5-6 business days for all product sizes.
- **Perth** is generally serviced in 8-10 business days for all product sizes.

For customers in all other areas, lead times will vary depending on delivery location, product size and quantity ordered. Phone, fax or email us for an accurate estimate of transit times.

Ordering can be done via email at sales@waterstopstreamline.com.au or **fax on (07) 5426 3711**. Orders can also be phoned through on **(07) 5426 3700** although the phone gets very busy at times so email or fax are preferable.

TERMS

Sales to customers who are not trade creditors require payment prior to shipping. Tax invoices including bank account details for EFT payments are provided. Gleda also accepts Visa, MasterCard and American Express.

If you would like to open a trade credit account please download the credit application from our website, complete it and return to Gleda for processing.

To place order or for more information, please contact:

Gleda Pty Ltd PO Box 258 Lowood Qld 4311

Phone 07 5426 3700 Fax 07 5426 3711

www.waterstopstreamline.com.au

Email sales@waterstopstreamline.com.au

