

Introduction

Welcome to **FujiMAC Australia** (hereinafter referred to as FMA), where we are dedicated to providing high-quality products and a seamless purchasing experience. This Shipping Policy outlines the terms and conditions governing the shipment of goods from our warehouse to customers within Australia.

Please take a moment to review this policy, as it provides important information regarding shipping, delivery, and related procedures. By making a purchase from FMA, you acknowledge and accept the terms outlined in this Shipping Policy.

Shipping Locations

FMA ships products to addresses within Australia. We do not offer international shipping at this time.

Shipping Methods

We offer a variety of shipping methods to accommodate your preferences and delivery needs:

1. **Standard Shipping:** Our standard shipping option delivers your order within 5 to 7 business days, depending on your location within Australia.
2. **Express Shipping:** For customers who need their orders quickly, we offer an express shipping option. This method typically delivers your order within 2 to 3 business days.

Please note that delivery times are approximate and may vary based on factors such as order volume, weather conditions, and other unforeseen circumstances. Where available, FMA will provide tracking information for shipments, allowing you to monitor the status and progress of your delivery.

Shipping Costs

Shipping costs are determined by the weight and dimensions of the items in your order, as well as your chosen shipping method. Applicable shipping charges will be calculated and invoiced as part of the order process, providing you with full disclosure and transparency at the time of dispatch.

Order Processing Time

Orders placed with FMA are typically processed within 1 to 2 business days from the time of order. Please allow for additional time if you place an order during a holiday or promotional period.

Order Tracking

Once your order has been shipped, you will receive a confirmation email with tracking information, if available by the carrier. This information will enable you to monitor the status and location of your shipment in real-time. If you encounter any issues or have questions about your order's delivery status, please contact our customer support team, and we will be happy to assist you.

Delivery Addresses

It is essential that you provide accurate and complete delivery information during the checkout process. FMA is not responsible for delays or non-deliveries resulting from inaccurate or incomplete delivery addresses.

Delivery Delays

While we strive to deliver your orders promptly, there may be circumstances beyond our control that cause delays in the shipping and delivery process. FMA is not liable for delays due to:

- Natural disasters
- Weather conditions
- Transportation disruptions
- Public holidays
- Address inaccuracies
- Customs or import-related issues

If you believe your order is experiencing an unusual delay, please contact our customer support team for assistance.

Order Confirmation and Acceptance

Upon placing an order with FMA, you will receive an order confirmation email. This email serves as a receipt of your purchase and includes details such as order number, shipping information, and product details. By placing an order with us, you agree to the terms outlined in this Shipping Policy.

Contact Information

If you have any questions or require further assistance regarding our shipping policy, please contact our customer support team:

- Email: customersupport@fujimac.com.au
- Phone: +61 459 490 199

FMA reserves the right to modify or update this Shipping Policy at any time. Please review this policy periodically to ensure that you are aware of any changes or updates. Your continued use of our services constitutes your acceptance of the terms and conditions outlined in this policy.

Thank you for choosing FujiMAC Australia for your shopping needs. We look forward to providing you with exceptional products and outstanding customer service.

FujiMAC – “Best air pumps on the market! Designed for wastewater.”

