



## Shipping Policy

### Local Australian Shipping

If you require more information regarding delivery terms and conditions please email us prior to purchase.

For insurance purposes, for orders over \$500 or bulky items such as a transmission, Gilroys Race Transmissions will only ship to a business address. Working from home is not classified as a business address. If you do not provide a suitable business address, this will void any insurance claim and Gilroys Race Transmissions will not cover missing or damaged items.

We use Australia Post, TNT and Mainfreight as our main carriers within Australia. Remote areas, pallet deliveries and bulky items may attract additional costs or use of a different courier. We will contact you immediately if this is the case.

Please allow:

- 2 - 3 days for SE QLD delivery.
- Greater QLD, ACT and NSW please allow 3 – 5 days.
- For VIC, WA, NT and Tasmania and remote locations please allow 5 - 7 days.

Please be aware your order may arrive in multiple parcels.

### International Shipping

We do not offer international shipping.

### Extended Lead Times

If your order contains items that are temporarily out of stock your order may arrive in multiple parcels. In most cases stock items will ship first, with other items shipping upon the arrival of stock.

Delivery estimates for all temporarily out of stock items are listed on product pages or at the time of booking transmission repair work/approving further work and in your cart. In the event that there are delays in receiving stock for your order we will notify you immediately, you will have the option to continue to wait or receive a refund for that item.

**All lead times are estimates only.**

### Missing and Damaged Parcels

If you believe your parcel is damaged or your delivery is overdue, please contact us and we will assist in following up with the delivery/courier company.

If your order is damaged during shipment please notify Gilroys Race Transmissions immediately. We will inspect all damaged merchandise and notify you of any claims. Also please provide us with your name, invoice number and the description of any damaged goods along with photographic proof. All damaged or missing goods must be notified within 7 days. **For damaged parcels, no refund or replacement will be honoured until the item/s are received by Gilroys Race Transmissions.**

For information on warranties and returns for faulty items please view our warranties and returns policy.

Please don't hesitate to contact myself or Andrew regarding this if you have any questions regarding these terms.

Regards Andrew and Hannah

Gilroys Race Transmissions

\*All warranties are subject to change without notice at Gilroys Race Transmissions discretion.