

POSTAGE POLICY

1. Shipping Locations

Global Cleaning Supplies ships Australia-wide through platforms such as Ebay and Sydney Metropolitan through our very own online store.

2. Processing Time

Orders are processed within 1-3 business days (excluding weekends and public holidays). Once processed, you will receive a shipping confirmation with tracking details.

3. Shipping Methods & Delivery Timeframes

We use reputable couriers such as Australia Post, Couriers Please, Aramex and our own drivers.

Estimated delivery times:

- **Standard Shipping:** 3-7 business days (within Australia)
- **Standard Shipping Sydney Metropolitan:** 3-5 business days

Delivery times are estimates and may vary due to external factors such as weather, customs delays, or courier disruptions.

4. Shipping Costs

Shipping costs are calculated at checkout based on weight, size, and delivery location. Free shipping may apply for orders over a specified amount within Australia

5. Tracking & Delivery

All orders include tracking. You will receive tracking details via email upon dispatch. If you experience delivery issues, please contact the courier directly or reach out to our customer service team.

6. Damaged, Lost, or Delayed Shipments

- If your order arrives damaged, notify us within 48 hours with photos for assessment and resolution.
- If an order is lost or significantly delayed, we will work with the courier to resolve the issue. Compensation may be available per courier terms.
- Global Cleaning Supplies is not responsible for delays caused by customs processing or unforeseen courier disruptions.

7. Returns & Refunds

Please refer to our **Returns Policy** for information on returns and refunds. Shipping costs for returns may be the responsibility of the customer unless the return is due to our error.

8. Restricted & Hazardous Items

Certain cleaning chemicals and hazardous materials may have shipping restrictions or require special handling. Customers will be notified if their order is affected, and alternative arrangements may be provided.

9. Changes & Updates

Global Cleaning Supplies reserves the right to update this postage policy as required. Customers will be notified of significant changes via our website or email.

For any inquiries regarding shipping, please contact our customer service team at **info@globalcleaningsupplies.com.au**