

At Aussie Hoses, we strive to provide our customers with exceptional service and satisfaction. Our Shipping Policy outlines the details regarding delivery and returns to ensure a smooth and enjoyable shopping experience.

Free Delivery on Orders \$200 and Over:

We offer free standard shipping on all orders totalling \$200 or more, including taxes, and excluding discounts. This offer is applicable to deliveries within the designated delivery zones. Orders below \$200 will incur a standard shipping fee based on the weight and destination of the package, inclusive of taxes.

For expedited shipping options or deliveries outside our standard delivery zones, additional charges may apply. These charges will be calculated and presented to you during the checkout process, inclusive of taxes.

Delivery Time frames:

Orders are processed within 1-2 business days from the date of purchase. Once processed, delivery times vary depending on the shipping method selected and the destination. Our standard delivery timeframe ranges from 3 to 10 business days within Australia, inclusive of taxes.

Please note that delivery times may vary depending on factors such as weather conditions, carrier delays, or peak holiday periods. We will make every effort to keep you informed of any delays that may affect your order.

30-Day No Questions Asked Refund Policy:

Customer satisfaction is our top priority at Aussie Hoses. If for any reason you are not completely satisfied with your purchase, you may return the item(s) within 30 days of receipt for a full refund, no questions asked. However, please note that the customer is responsible for the cost of return shipping.

To initiate a return, simply contact our customer service team with your order details and reason for return. Once your return request is approved, we will provide you with instructions for returning the item(s).

Please ensure that the returned item(s) are in their original condition, unused, and with all tags and packaging intact. Once we receive and inspect the returned item(s), we will process your refund within 3-5 business days. Refunds will be issued to the original payment method used for the purchase, minus the cost of return shipping.

Contact Us:

If you have any questions or concerns regarding our Shipping Policy or would like assistance with your order, please don't hesitate to contact our customer service team. You can reach us via email at info@aussiehoses.com.au or by phone at 1300 384 165. Our friendly representatives are available to assist you during our business hours, Monday through Friday, 9:00 AM to 5:00 PM AEST.

Thank you for choosing Aussie Hoses for your shopping needs. We appreciate your business and look forward to serving you again soon!