

# Shipping Policy

## Free Shipping Promotion - Online Orders Only

Free Shipping is available in South Australia and Victoria for online orders only in excess of \$500 (inc GST) (or as otherwise advertised from time to time).

Free Shipping is available New South Wales, Western Australia, Queensland, Northern Territory. Australian Capital Territory, Tasmania for online orders only in excess of \$1,000 (inc GST) (or as otherwise advertised from time to time).

## Delivery

Orders are delivered to purchaser's residential or business address via the Medimart store network.

Goods are dispatched from a Medimart store (or direct from one of Medimart's suppliers).

Medimart cannot deliver one order to multiple delivery addresses.

In this instance, the purchaser must order items separately and assign the different delivery addresses to each.

All deliveries must be signed for when the purchaser receives them.

Deliveries cannot be made to PO Boxes.

The shipping address and payment address can differ.

If the purchaser is unable to track delivery of the purchaser's goods in person, or if you haven't received them within a reasonable period, please contact **Customer Support Team**.

## Delivery Costs

Delivery costs for a purchase is calculated and displayed in the online shopping cart at the time of order (or assessed at the time of purchase at a Medimart Store).

The standard delivery fee is calculated by the size and weight of the goods, plus the delivery location.

Same day and scheduled delivery fees vary by the purchaser's selected delivery date and time.

Delivery costs are also automatically calculated when you checkout online and are displayed as a line item in the costs of the purchase.

Medimart encourages you to review and ensure the delivery information is accurate for your order. Amendments to your order may be made for a period of up to 24-hours after placing your order. If amendments to your order result in a higher delivery costs, Medimart will require you to pay the difference before Medimart proceeds with the delivery. Any amendments after 24 hours from placing your order will attract a \$50 administrative fee.

If however, the nature of your order or the location for delivery results in a financial loss for Medimart, Medimart reserves the right to cancel the order and refund the purchase. Medimart will correspond with the purchaser if this is to occur.

## Delivery Times

Delivery times are dependent on the Medimart store stock levels in the purchaser's area (and/or the availability from Medimart's suppliers).

Subject to Order Tracking and Carrier Delays, in general:

- In stock goods - Typically dispatched within 1-2 business days\*
- Out-of-stock goods - Typically dispatched in 7-15 business days\*

\*In some instances, the goods may not be dispatched within these estimated time frames and Medimart will notify you as soon as possible.

## Order Tracking

Once an order has been shipped, the purchaser will receive a confirmation email providing a tracking number and link to our delivery partner's website, where the purchaser can monitor the tracking process.

Tracking offers:

- reassurance that your order has been processed
- visibility on the shipping status
- an estimated delivery date

For large goods, once the order is processed, the purchaser will receive an email notification and a telephone call from the relevant Medimart store to organise a suitable time for delivery. Some items may have to be ordered in.

## Carrier

For the delivery of smaller items, Medimart has partnered with Australia Post and local courier providers.

The Carrier determines the estimated delivery time for each order (not Medimart).

While Medimart we can control most handling times. Medimart cannot control some unforeseen events including carrier, freight and transport delays.