



Rapid Spray Pty Limited
The Liquid Management People
ABN 58 162 622 095

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Telephone 1800 011 000
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DELIVERY

Our service to you includes free freight to your local dealer in as many areas as possible. Our aim is to deliver your products as quickly as we can & our friendly dispatch team will advise delivery time frames upon receipt of your order. Please contact us to confirm shipping costs.

You will need to provide secure and suitable off-loading facilities at the delivery address provided to ensure timely unloading. Please see section 7 of our Terms and Conditions regarding delivery & refer also to our freight map on the Freight Map link below.

Orders with a value of less than \$500.00 will incur a freight and handling charge of \$25.00. For small items weighing under 5KG we offer a great airbag service – call us today for your airbag costs.

There are areas where we are unable to offer free delivery. However, we are able to estimate freight costs and work with you to get the best delivery price.

RETURNS

Incorrect Supply / Faulty Product

If the product is wrongly supplied, Rapid Spray will dispatch the correct item immediately to either the dealer that the original product was delivered to or if directly delivered, direct to the customers home or business address. Rapid Spray will arrange pick up of the wrong product at no cost to the customer.

In the rare instance that the product is damaged or faulty, Rapid Spray will arrange for pick-up of the item either from the dealer where the item was delivered to, or if directly delivered, directly from the customers' residence or work address. Rapid Spray will arrange for repairs or a replacement product to be sent to the customer as soon as possible. Rapid Spray will cover the cost of the repair/replacement & freight if the product is still within its warranty period and warrantable.

Should the product fall outside of its warranty period, Rapid Spray are happy to send out the relevant spare parts at cost to the customer. Alternatively, the product can be returned to Rapid Spray for repairs. These repairs and freight costs will be covered by the customer. For spares and warranty enquiries, contact your local dealer or call Rapid Spray direct on 1800 011 000.

Change of Mind

If you have ordered the wrong product - we'll be happy to swap it for you! Simply return the item in its original state along with all paperwork to the dealer that it was picked up from within 7 days of delivery and we'll happily exchange it for a more suitable product. Please note returns are not accepted for custom build items

Alternatively, if the item was delivered direct from Rapid Spray, call us to arrange return shipping of the item and re-ordering.