



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

We aim to deliver your products as quickly and cost-effectively as possible. Once your order is received, our dispatch team will confirm delivery time frames with you.

To ensure safe and timely unloading, please make sure you have secure and suitable off-loading facilities available at your delivery address. For further details on delivery charges and conditions, please refer to our [Freight Policy 2025](#).

RETURNS

Incorrect Supply / Faulty Product

If you receive the wrong item, we will arrange for the correct product to be sent to you immediately, at no cost. We will also collect the incorrectly supplied product.

In the unlikely event your order arrives damaged or faulty, we will arrange pickup from your delivery point and organise repairs or a replacement product as quickly as possible. If the product is within its warranty period, all costs for freight, repair, or replacement are covered by us.

If your product is outside its warranty period, we can supply spare parts or arrange repairs (freight and repair charges will apply). For spares and warranty enquiries, contact your dealer or call Rapid Spray on **1800 011 000**.

Change of Mind / Unwanted Products

We understand that sometimes you may change your mind. If you wish to return a product that is not faulty, please note the following conditions:

- **Freight costs** for the return are the responsibility of the customer and will be charged at standard rates (quoted prior to approval).
- Credit is processed once the product is received, less any applicable freight and restocking fee.
- Returns are not accepted for custom-built items.
- A **restocking fee** will apply, based on the product type: (see *table below*)

If you would like to arrange a return, please contact us to receive a freight quote and approval before sending any items back. All returns must be approved before being shipped back. Call Rapid Spray on **1800 011 000**

Restocking Fee as Related to Product Group

Product Category	Examples	Restocking Fee
Tanks ≤ 2000L, Rinse Bins, Tank Frames, Ball Baffles, Tank Accessories	PG01	10%
Trailers: Cartage, Fire, Cleaning, Diesel, Trailer Accessories	PG02	5%
Small Sprayers ≤ 225L, 12V Accessories, Small Booms	PG03	15%
Diesel & DEF Units ≤ 1200L, Diesel Pumps, Diesel Accessories	PG04	10%
12V Pumps	PG05	15%
Diaphragm, Centrifugal & Piston Pumps	PG06	15%
Spray Nozzles & Nozzle Bodies	PG07	15%
Spare Parts	PG08	15%
Spray Marshal Sprayers, ATV Trailers, Fire Marshal Units	PG09	5%
Poly Booms, Steel Booms ≥ 6m, Hose Reels, Large Sprayer & Fire Accessories	PG10	10%
Large Spray Units, Scout Units, 3PL Sprayers, Fire Ranger Units	PG11	5%
Tanks > 2000L, Diesel Units > 1200L, Tank Frames	PG13	5%
Custom Products (with special features or accessories)	OTHER	Not Returnable