

Delivery and Dispatch Policy



1. Purpose

This policy outlines the procedures and standards for the dispatch and delivery of orders to ensure accuracy, timeliness, and a positive customer experience.

2. Scope

This policy applies to:

- All customer orders (online, phone, or in-person)
- Internal stock transfers or dispatches
- Deliveries managed by third-party couriers or delivery partners

3. Order Processing

- **Order Confirmation:** Orders are processed once payment has been confirmed.
- **Processing Time:** Orders are typically dispatched within **2 business days** of payment, excluding weekends and public holidays.
- **Order Changes:** Any changes or cancellations must be requested within **prior to the item being dispatched**.

4. Dispatch Procedures

- Orders are dispatched via **Sendle or Australia Post** (depending on shipping location)
- Tracking details are provided to the customer once the order has shipped.
- Bulk or oversized items may require special handling and separate arrangements.

5. Delivery Options

- **Standard Delivery:** Estimated delivery time is **5-10 business days**
- **Express Delivery:** Available at an additional cost with delivery within **3-5 business days**.

6. Delivery Delays

While every effort is made to meet expected delivery times, delays may occur due to:

- Courier network disruptions
- Public holidays or peak periods
- Incorrect or incomplete delivery information provided by the customer

Customers will be notified promptly of any significant delays.

7. Lost or Damaged Items

- **Damaged Items:** Must be reported within **5 business days** of delivery with photos of the damage.
- **Lost Items:** Orders that do not arrive within **5 business days** of the expected delivery date will be investigated with the courier.
- Replacement or refund decisions will be made on a case-by-case basis.

8. Customer Support

For delivery or dispatch inquiries, customers can contact:

- **Email:** contactus@themusicbus.com.au
- **Phone:** 1300 168 742
- **Hours:** 9am – 4pm (AEST) Mon – Fri