

Shipping Policy - Smartkits Australia

All delivery fees are automatically calculated at checkout based on your location/address, we use a sophisticated system to calculate these costs, and only pass on what the delivery is going to cost us. Delivery fees to very regional/remote or rural areas are estimates only and are subject to change based on your distance from town-centre, the size of your kit etc. We will verify all delivery details at the time of your "check measure call" with our building supervisor. If there is an increase in costs for delivery to your specific location, you have the option of paying the extra charges, or we will be happy to refund and cancel your order for you. Please note that shipments to regional or remote areas (outside our standard shipping routes) or island addresses may be subject to extra shipping costs at the expense of the customer. When discounted shipping promotions may occur, we reserve the right to offer a discounted subsidised shipping cost to customers in these more remote/regional areas.

When your kit arrives- Once we have received payment, a link to your cloud file with all instructions will be sent to you via email and text. The very first step on delivery of your product- **Please use the document called “material order with pictures” from your cloud folder to confirm all materials are correct as soon as possible.**

This file along with all your engineering, cutting list, plan, construction guide, pictures, and tip guides will be sent on receipt of final payment. If you would like to make this payment early to receive your folder early please contact the office.

In the event of damaged or missing goods, SmartKits Australia Pty Ltd will always replace damaged items or missing items. SmartKits will do this in the fastest time possible. Refer item 5 in Terms and Conditions of sale above.

Damaged Items- Take photos of Damage items and text them through to the office or design consultant ASAP so we can action the problem.

Missing Items- If Items are missing, Identify them on your “material list with pictures” and take photos of the list and text them through to the office or design consultant. We want to help you with any problems that may arise.

We have a dedicated logistics management team who will work with you and advice a solution at the earliest.



This is how your new Smartkit will be delivered. Please take into account access for our trucks and the limited reach area of the load cranes we use. Our drivers will always try their best to get your kit where you would like it dropped, but as you can see from the image above, there are limitations. Trucks are also not hand-unloaded at any time.