

SHIPPING

1. AUSTRALIA POST

We use Australia Post to ship our products to customers around Australia. Shipping is automatically calculated depending on the size and weight of the products a customer purchases, the location of delivery address the customer nominates and the type of shipping (Standard Shipping or Express).

Australia Post has standard shipping size brackets for their “If It Packs, It Posts” range up to a maximum of 5kg in weight and dimensions of 510mm x 440mm sachets and 440mm x 277mm x 168mm boxes. If a customer's order exceeds these dimensions and/or weight or the products are to be shipped internationally, additional shipping costs will apply.

To work out your approximate shipping cost, view your shopping cart, enter your shipping address details (Suburb, Postcode, State and Country) into the shipping calculator once you have everything you wish to purchase.

2. OVERSIZED OR HEAVY / OVERWEIGHT ITEMS

Australia Post has standard shipping size brackets for their “If It Packs, It Posts” range up to a maximum of 5kg in weight and dimensions of 510mm x 440mm sachets and 440mm x 277mm x 168mm boxes. If a customer's order exceeds these dimensions and/or weight, or the products are to be shipped internationally, additional shipping costs may apply. Customers will be contacted by Riggtech staff in these instances to seek approval and further payment. The additional charge is required because alternative shipping companies may have to be used.

3. DELIVERY AND TRACKING

Riggtech offers the option of Standard or Express shipping. Generally, Standard shipping should take approximately 7 business days to Australian addresses from the date the products are shipped. If your products haven't arrived in 7 days, please contact us. Express shipping can take approximately 1-2 days depending on when the order is placed, shipped and where the parcel is being shipped to.

Note: Shipping delays may occur because of the COVID-19 pandemic.

RETURNS

1. ONLINE RETURNS / REFUNDS

We offer 30 Day refunds, should you wish to make a refund, return or exchange, bring or post the product/s to us with your proof of purchase and if necessary a note or relevant information to assist our staff in best serving you. Please follow the steps below:

1. Check the Providers terms and conditions policy for returns and refunds.
2. Contact the provider to ensure the product purchased, can be returned for a store credit or refunded.
3. If the provider accepts the users return, please wrap return securely in a good box using strong tape, so the item or items cannot be damaged.
4. Include inside the package a copy of the invoice we sent with your purchase and tell us why you are returning your purchase and what action you wish us to take. (If you cannot find this information please contact us or provide a Receipt, Bank Statement, Photograph of your receipt or online tax invoice)
5. The product/s should be in original condition and packaging (including manuals/ instructions, all parts and accessories).
6. Be sure your package is insured for freight and any other costs are prepaid. We don't accept freight deliveries to our account or responsibility for loss or damage to returned parcels. If you are in doubt about a return, please contact us and we will advise you.
7. Returns are to be sent to the below postal address and details:
 - Name: Riggtech Pty Ltd
 - Address: PO BOX 812 Newport, 2106, NSW, Australia
 - Email: info@riggtech.com.au
 - Phone: +61 (0)2 9997 8100
6. Once you've sent it back to us, we will contact you via email when we receive it. If we approve the refund, exchange or store credit, it will be processed as soon as possible.

Purchases made through our online store can be returned/exchanged, any expenses relating to the return of your product will have to be paid by the customer. Customers will not get refunds for any shipping costs associated with the original purchase.

Please Note: Read through the Refunds Instructions and what is excluded from being refunded before sending the items you wish to exchange or get refunds for.

2. REFUND EXCLUSIONS

We may not offer you a refund, replacement or repair if you:

1. got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it
2. misused a product in any way that caused the problem
3. knew of or were made aware of faults before you bought the product
4. asked for a service to be done in a certain way against the advice of the business or were unclear about what you wanted
5. order custom made products to suit your unique requirements or instructions

3. PRODUCTS EXCLUDED FROM OUR RETURNS POLICY

Unless they are faulty products include:

1. Any custom made products
2. Opened containers of Ropecoat
3. Gift Vouchers
4. Cut lengths (Wire, Rope, Carpet, Hose, Etc.)

4. RESTOCKING FEE

Returned products may be subject to a restocking fee, a Riggtech employee will contact the customer if this should apply. The Restocking fee will be deducted from the refundable price the customer originally paid for the products.