

# Delivery and freight

## General merchandise delivery

SDS is committed to timely and reliable delivery to all customers regardless of location.

Under normal circumstances if an order is received by SDS before 11.00am it will be delivered to \*most South-East Queensland locations by close of business the next working day.

SDS acknowledges that some orders may be of an urgent nature. To help us assist you in these instances, please contact one of our friendly customer service officers on (07) 3883 8700 or 1800 801 123 and they will be happy to discuss your requirements.

\* Allow a little longer for areas outside South-East Queensland, unless covered by individual customer contracts.

† Freight charges may apply to urgent orders

## General merchandise freight

Free delivery is available for general stationery and office products to most areas within mainland Queensland.

Freight charges still apply for some other deliveries as follows:

- Orders requiring extraordinary delivery arrangements such as:
  - A customer-nominated carrier not normally used by SDS
  - Customer requesting the delivery provider to deliver to multiple delivery points at one address without prior notification
  - Express or urgent deliveries requiring the engagement of a courier service
- All orders despatched via air or sea (eg: Moreton Bay Islands, Fraser Island, Thursday Island or Gulf destinations)†
- Orders despatched outside Queensland.
- Sporting goods\*

† These orders will be delivered free to the last land point, except where extraordinary arrangements are required. Freight charges will apply from the last land point (before the air or sea delivery commences) to the final destination on a freight forward basis.

## Furniture delivery

Quick Ship furniture items (which are denoted by an icon **QuickShip**) take approximately three to five working days.

Delivery of all other furniture items is dependent on stock availability and manufacturers' lead times and may vary.

For further information about furniture delivery times, please contact one of our friendly customer service officers on **1800 801 123 – option 1** and they will be happy to discuss your requirements.

## Furniture freight

Free delivery is available for furniture orders within most of South-East Queensland (see yellow section of map).

For advice on freight to all areas outside our furniture free delivery zone

Call Customer Service on (07) 3883 8700 or 1800 801 123 – option 1.



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**\*See the sporting goods section for sporting goods delivery, freight and other conditions**

# Delivery and freight schedules

Day-to-day purchases will be delivered to the customer FIS except for:

- General merchandise, where the schools listed in freight schedule Table B will be free to the location nominated in that table, and the school will pay the freight to the freight company they nominate for the remainder of the delivery.
- Furniture delivered to all locations outside the districts listed in Table C and
- Freight charges for locations outside those nominated in Table C will be billed at cost price to the customer.

## Delivery schedule A

Day-to-day purchases delivery time frames from receipt of the order (excluding furniture)

Education District	Region	Est. Delivery Timeframe
Brisbane Cntrl & West	Greater Brisbane Region	1-2 days
Brisbane North	Greater Brisbane Region	1-2 days
Brisbane South	Greater Brisbane Region	1-2 days
Cairns Coastal	Far North Queensland	3-4 days
Central Coast	Fitzroy - Cntrl West Qld Region	3-4 days
Central Queensland	Fitzroy - Cntrl West Qld Region	3-4 days
Central West	Fitzroy - Cntrl West Qld Region	2-3 days
Downs, The	Darling Downs - South West Qld	2-3 days
Gold Coast	South Coast Region	1-2 days
Logan - Albert Beaudesert	South Coast Region	1-2 days
Mackay - Whitsunday	Mackay - Whitsunday Region	1-2 days
Moreton East	Moreton Region	1-2 days
Moreton West	Moreton Region	1-2 days
Mt Isa	North Qld Region	3-4 days
South East Brisbane	Greater Brisbane Region	1-2 days
Sunshine Coast North	Sunshine Coast Region	1-2 days
Sunshine Coast South	Sunshine Coast Region	1-2 days
Tablelands - Johnstone	Far North Qld	3-4 days
Toowoomba	Darling Downs - South West Qld	1-2 days
Torres Strait and Cape	FNQ Region. Delivery times are to Cairns only. Schools located in this region will also need to include the time it takes to deliver goods from Cairns, via the freight company nominated by the School.	3-4 days
Townsville	North Qld Region	2-3 days
Warwick	Darling Downs - South West Qld	2-3 days
Wide Bay North	Wide Bay - Burnett Region	2-3 days
Wide Bay South	Wide Bay - Burnett Region	2-3 days
Wide Bay West	Wide Bay - Burnett Region	2-3 days



**No minimum order**

## Freight Schedule B

Account Name	Freight free to these locations:
Akimbata Injinoo ASSPA Committee	Cairns
Alexandra Bay State School	Cairns
Badu Island State School	Cairns
Bamaga State High School	Cairns
Bwngcolman Community School	Cairns
Cape Kids Child Care Centre	Cairns
Cathedral College	Cairns
Coconut Island State School	Cairns
Coen Kindergarten Association	Cairns
Coen State School	Cairns
Cooyar State School	Rocklea, Brisbane
Darnley Island State School	Cairns
Dauan Island State School	Cairns
Dunwich State School	Sherwood, Brisbane
Hamilton Island Day Care	Shute Harbour
Horn Island State School	Cairns
Koolkan Early Childhood Centre	Cairns
Kowanyama State School	Woree
Kubin State School	Cairns
Lockhart River State School	Cairns
Mabuiag Island State School	Cairns
Macleay Island State School	Redland Bay
Magnetic Island Kindergarten	Townsville
Magnetic Island State School	Townsville
Malukiwai State School	Cairns
Mer State School	Cairns
Mornington Island State School	Cairns
Northern Peninsula Area State College	Cairns
Our Lady of the Sacred Heart	Cairns
Pormpuraaw State School	Cairns
Poruma State School	Cairns
Russell Island State School	Redland Bay
St Pauls Torres Strait	Cairns
Saibai Island State School	Cairns
Stephen Island State School	Cairns
Tagai State College	Cairns
Thursday Island State School	Cairns
Warraber Island State School	Cairns
Western Cape Arukun Campus	Cairns
Western Cape Napranum Campus	Cairns
Western Cape College Weipa	Cairns
Yam Island State School	Cairns
Yorke Island State School	Cairns

\*Please check with SDS for your area status.

## Table C

Education District	Region	Scheduled delivery days*
Brisbane Central and West	Greater Brisbane	Tues/Wed
Brisbane North	Greater Brisbane	Tues/Thurs
Brisbane South	Greater Brisbane	Thurs/Fri
Gold Coast	South Coast	Wed/Fri
Logan - Albert Beaudesert	South Coast	Wed/Thurs/Fri
Moreton East	Moreton	Wed
Moreton West	Moreton	Wed
South East Brisbane	Greater Brisbane	Thurs/Fri
Sunshine Coast North	Sunshine Coast	Mon
Sunshine Coast South	Sunshine Coast	Mon/Tues

\*Subject to change however urgent deliveries catered for by arrangement.

# Receiving, checking and returning

**Please check your order for accuracy at the time of arrival.  
Things that must be noted are:**

- Number of cartons or items received = number of cartons or items noted on the delivery driver's paperwork  
**Important: note any anomalies/short deliveries or missing boxes on the delivery docket before signing.**
- Check for obvious damage and note the details of visibly defective, damaged or missing cartons or items on the driver's delivery docket on receipt of the goods. Call our Customer Service Team on 1800 801 123 or 07 3883 8700 **within 48 hours** of delivery to notify them of the issue
- Check the contents of your order against the invoice or delivery docket and report any discrepancies within **seven working days**.
- Failure to meet these time frames may void any future claims on your orders

Most furniture and electrical items have a manufacturer's warranty. Our sales team can advise you of the conditions of warranty, or for further information you may contact the SDS Customer Service Team on **1800 801 123** or **(07) 3883 8700** or the manufacturer directly.

## Help us to help you

SDS is a leading solutions provider of office products and furniture. We are committed to excellence in providing solutions, and customer satisfaction is an integral part of this commitment.


This is reflected in our Returns Policy and means that you can shop at SDS with confidence, knowing that we can offer you an exchange or credit for the goods you have purchased - **if notified within seven days**. Items that are non-returnable are noted with a red flag symbol throughout the catalogue.

### Important:

Please notify Customer Service via phone **1800 801 123** or **(07) 3883 8700** within seven days of receiving your order and you will be given a return advice number to attach to the goods.

If the return is due to an SDS error, we'll gladly pay the freight using our own carriers. In all other circumstances, paying for freight is your responsibility. Should you wish us to organise return transport, a freight fee will apply. (Minimum fee of \$10, dependent on circumstances).

Goods should be returned within 14 days unused, in saleable condition and packed properly in assigned packaging.

**Please choose carefully when purchasing furniture and items denoted with the red  as there may be special conditions that apply when returning this merchandise if faulty or damaged.**

Exchanges and repairs will not be provided after delivery unless the item is faulty, unfit for purpose or does not match the description provided. SDS may in its sole discretion agree to accept goods for return and in these instances, a restocking fee of 10% of the value of the goods being returned *may* apply in addition to the return freight charge.



Non returnable items are noted in the catalogue with the red symbol.

