

Shipping Policy

Canonical: <https://directory.cricketforall.com.au/policies/shipping-policy/>

Details:

Our Shipping Policy

We are committed to providing a seamless and efficient shipping experience for our customers. Our shipping policy is designed to offer flexibility and transparency, ensuring that you receive your orders promptly and reliably.

Shipping Methods and Options

We currently offer Express shipping as our primary method for delivering your orders. This ensures the fastest possible delivery time, providing peace of mind and convenience for our customers.

Regions We Ship To

Our shipping services are available to customers located in New Zealand and Australia. We are dedicated to reaching our customers efficiently within these regions, ensuring timely delivery of your orders.

Shipping Costs and Delivery Service-Level Agreements (SLAs)

We offer a range of shipping cost options tailored to meet different needs:

- **Free Over Threshold**: Orders that exceed a specified value are eligible for free shipping. This threshold encourages you to make the most of our offerings while saving on shipping costs.
- **Flat Rate By Region**: For orders that do not meet the free shipping threshold, a flat rate shipping fee is charged based on the destination region. This predictable cost structure helps you plan your purchase without unexpected shipping fees.
- **Pickup, No Shipping**: For customers who prefer to collect their orders personally, we offer a pickup option, eliminating shipping costs altogether. This is an excellent choice for those located near our distribution points.

Express Shipping Policy Details

- **Cutoff Time**: To ensure same-day dispatch, orders must be placed before 2 PM Australian time. Orders placed after this cutoff time will be processed the next business day.
- **Coverage**: Our express shipping option is designed to cover all regions within New Zealand and Australia comprehensively. This means you can expect swift delivery regardless of your location within these countries.

Delivery Timeframes, Dispatch Cut-offs, and Signature Requirements

To provide the best possible service, we adhere to the following delivery guidelines:

- **Same Day Dispatch**: Orders placed before our 2 PM cutoff time are dispatched on the same day. This commitment minimizes waiting time and ensures that your order is on its way to you as quickly as possible.
- **Signature Requirements**: To offer enhanced security and peace of mind, a signature may be required upon delivery. This ensures that your package reaches you safely and can help prevent any

potential delivery issues.

Additional Shipping Features

- **Tracking Available**: All orders come with tracking capabilities, allowing you to monitor the progress of your shipment in real-time. This feature provides transparency and keeps you informed from dispatch to delivery.

- **Shipping Insurance**: We offer shipping insurance to protect your purchases during transit. This optional service provides an additional layer of security, ensuring that you are covered in the unlikely event of damage or loss during shipping.

In summary, our shipping policy is crafted to provide a convenient, cost-effective, and reliable service for our customers in New Zealand and Australia. Whether you are opting for express shipping, taking advantage of our free shipping threshold, or choosing to pick up your order in person, we are committed to offering a shipping experience that meets your needs and exceeds your expectations. For any further questions or assistance related to shipping, our customer service team is ready and eager to help.