

Melbourne's Mower Centre & The RedShed Delivery Policy:

Melbourne's Mower Centre & The RedShed have 3 possible options for the delivery or pickup of online orders. The options available will be shown when you purchase a product from our website. The options available will also be shown on the PRODUCT BUY NOW page.

Each of our online store products will have one or more of the 3 options below shown:

1. STORE PICKUP – all of our products can be collected for FREE from any of our 6 Superstore Locations at Dandenong, Cranbourne, Mitcham, Bayswater, Pakenham and Bunyip. Please make sure you select your chosen store location from the checkout page.
 - When a product is shown with STORE PICKUP as the only option at the checkout, delivery can still be quoted and arranged with us on request. Please call 03 9794 8339 to get an estimate for the delivery of the product to your location.
2. FLAT DELIVERY FEE– this will be clearly labelled on the product page and in the Checkout section.
 - A surcharge may be applicable for remote locations. Please call 03 9794 8339 to get an estimate of the delivery fee for the product to your address if you are in a rural or remote location or over 100km from a major town.
3. FREE DELIVERY – this will be clearly labelled on the product page and in the Checkout section.
 - A surcharge may be applicable for remote locations. Please call 03 9794 8339 to get an estimate of the delivery fee for the product to your address if you are in a rural or remote location or over 100km from a major town.

Processing and Deliveries:

We will always aim to process your order on the day it is received, and have it dispatched from our warehouse within 2 Business Days. Generally, items are delivered to you within 3 to 5 business days, however, this may vary depending on location. Items for pick up at a store will be available within 2 Business Days unless we have contacted you to make an alternative arrangement. Often these items will be available immediately at your local store, please call us on 03 9794 8339 if your order is urgent and we can confirm stock location and availability.

Melbourne's Mower Centre & The RedShed use Delivery Agents to deliver your goods. You agree that your details, including your Delivery Address, phone number and email address, will be supplied to the Delivery Agent for the purpose of delivering your Goods. Please note that many of our items are not deliverable to a PO Box or an apartment complex. On the checkout page, you will need to supply us with a street address for delivery. If you are not at home to receive your package at the time of delivery, the package will be left at your front door. You may specify a safer place but it must be easily accessible to a delivery person. This can be done at the checkout page in the notes section. If you would prefer us not to leave the item if no one is home, you may be charged a second delivery charge if no one is home at the time of delivery. NB: All packages will be left at the front door if no one is home at the time of delivery unless you notify us on the checkout page in the notes section.

Melbourne's Mower Centre & The RedShed make no guarantees once the goods have been passed on to third party couriers or the Australian Post Office. Melbourne's Mower Centre & The RedShed take no responsibility for stock damaged or lost in transit. We will assist you in tracking your goods where possible but final responsibility lies with the freight companies.

If an item is out-of-stock, you will be notified of any potential delivery delay. If an out-of-stock item is delaying a delivery of other items ordered that are in-stock, you will then have the option of waiting for the out-of-stock item to arrive or splitting the delivery. In the event of a split delivery, we will come to a mutual agreement on the delivery fee(s).