

MARSHALL

2023

**DISPATCH &
DELIVERY
POLICY**

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DISPATCH AND DELIVERY POLICY

Like many online retailers, we guarantee our products; if an item does not meet your expectations, you have the opportunity to return it. If you receive an incorrect order you must contact us within 7 business days to receive the correct item. Please refer to our Returns and Refunds Policy for more information.

DISPATCH AND DELIVERY

Please allow 1-9 working days for delivery within Australia.

SHIPPING OF PHYSICAL GOODS

After ordering online, you will receive an email confirmation from ZECO Australian Energy Solutions Pty Ltd (ZECO or Marshall) containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. If goods are unavailable at the time of order, delivery will take longer than expected.

The mail service or courier is responsible for the goods during transportation.

Before shipping, your items will be checked by two Quality Control Staff who will verify your order by signing a quality control sticker and applying it to your invoice.

Please, open the package delivered under your order the moment you receive it. If any damage is revealed, contact us within 7 business days.

DELIVERY OPTIONS

“Standard Shipping (1-9 days)” – Shipped by our nominated mail or courier service.

Delivery time estimates apply to in-stock items and are calculated in business days, this excludes the one business day the order was placed and the processing time of the order.

Please note for regional and provincial areas of Australia shipping may take up to 3-4 weeks.

Products can only be shipped to an Australian address.

Products in stock will be sent after the payment is verified, and this can affect delivery time.

Some products may require a technician to program them, and this can affect delivery time.

If you wish to query a delivery please contact us on 1300 00 ZECO 1300 00 9326

MARSHALL

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