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REMINDER – DROP SHIPPING

Customers are reminded that it is Semak Policy as stated in our Terms and Conditions that all deliveries be made to **our** customers. It is at our discretion whether we offer to arrange drop shipping of articles to **your** customer.

We will ensure that the item is correctly labelled as per your instructions. Please be advised that Semak bears no responsibility for drop shipped items once they leave our premises. A connote number and tracking information will be supplied on request however as you can appreciate we cannot control the delivery and signing for your item.

Lost Items

We bear no responsibility for items that are lost or incorrectly signed for.

Redelivery

Where the first delivery is unsuccessful a redelivery charge of \$35.00 will be charged to your credit card.

Time of Delivery

We will endeavour to meet your timing requirements, however please note that we use major national companies that have structured run sheets and may not be able to meet special requests eg. AM / PM or between 3-5pm. Drivers are unable to wait for customers or call customers prior to delivery due to company policy.

Delivery is beyond Semak's control once the item leaves our premises, therefore we accept no consequential loss where delivery is outside the customer's requirements.

Disputes / Missing Items

Due to the nature of our business we do not have a dedicated person to manage your freight. We are happy to supply connotes and the freight company details for you to track and trace your item.

Insurance

Freight companies are not common carriers and many do not offer insurance. As per our Terms and Conditions, we advise that you have insurance to cover loss.

Packaging

Care is taken to ensure that equipment is adequately packaged to prevent damage. Large equipment is palletised or crated for protection.