

CUSTOMER ORDER DESPATCH POLICY

1. LOCAL MELBOURNE METRO DESPATCH AND COLLECTIONS

ORDER TIME	DESPATCH TIME:
Before 8:00 AM	12:00 – 2:00 PM same day
Before 10:00 AM	2:00 – 4:00 PM same day
Before 2:00 PM	7:00 – 12:00 PM next day

Special note:

Changes to delivery details will be accepted up to 1 hour prior to scheduled despatch time, otherwise despatch will be moved to the following day.

SAYFA does not operate a trade counter. Customers are advised to call SAYFA Customer Service prior to arrival. Any order placed on-site will incur a minimum of 30 minutes wait time, subject to order size.

2. INTERSTATE DELIVERY

ORDER TIME	DESPATCH TIME:
SMALL (small skid/ cartons)	
Before 11:00 AM	2:00 - 4:00 PM same day
11:00 – 4:30 PM	2:00 - 4:00 PM next day
BULK STANDARD (large/ multiple skids)	
Before 12:00 PM	12:00 - 4:00 PM next day
12:00 - 4:30 PM	2 days
BULK CUSTOM (packed per building / kit)	
7:00 - 4:30 PM	3 days

Special note:

Certain transport companies work strictly to set line-haul route planning, freight only leaves on certain days of the week (Wed – Fri) and may require booking up to 24 hrs prior.

CRITICAL ORDER INFORMATION

1. Account Status. Orders will not be processed if account payments are overdue.
2. COD/ Non-account orders will not be processed until payment in full is made.
3. Customer order collections and deliveries required outside of standard business hours (6:30am – 4:30pm) will need to be communicated directly with the Customer Service and Outward Goods team at least 24hrs prior to the despatch time.
4. Stipulated days and times relate to business days, Monday ~ Friday.