

fluva

Delivery Policy

Consumer Delivery Information

1. Delivery Areas

- We currently deliver to most metropolitan and selected regional areas within Australia.
- Remote or regional locations may incur additional delivery charges and extended transit times.
- If you are unsure whether we deliver to your area, please contact us before placing your order.

2. Dispatch & Delivery Timeframes

- In-stock items are generally dispatched within 1–3 business days after payment confirmation.
- Estimated delivery times:
 - Sydney Metro: 1–3 business days
 - NSW Regional: 2–5 business days
 - Interstate Metro Areas: 3–7 business days
 - Remote Areas: 7–14 business days
- Pre-order, custom-made, or special-order products may require additional lead time.

3. Delivery Conditions

- Customers must ensure someone is available to receive the goods.
- Re-delivery fees may apply if delivery cannot be completed due to unattended premises or incorrect address information.
- Deliveries are generally made during standard business hours.
- Standard delivery is kerbside delivery only unless otherwise arranged.

4. Inspection Upon Delivery

- Please inspect all goods immediately upon delivery.
- If there is any visible damage, missing items, or packaging issues:
 1. Note the issue with the courier before signing;
 2. Take clear photos;
 3. Contact us within 48 hours of delivery.
- Claims submitted after this period may not be accepted.

5. Authority to Leave (ATL)

- If customers request Authority to Leave (ATL), goods may be left unattended at the delivery address.
- Once delivered under ATL instructions, the customer accepts responsibility for any loss, theft, weather-related damage, or other risks.
- Fluva Bath and the courier will no longer be liable for the goods.

6. Failed Deliveries & Storage Fees

- Additional charges may apply for:
 - Re-delivery fees
 - Storage fees charged by the transport company
 - Return-to-sender freight charges
- This includes situations such as incorrect addresses, unattended premises, or unloading access issues.

7. Large & Fragile Items

- Bathroom vanities, ceramic basins, mirrors, toilets, and related products are considered large and fragile items.
- Customers are responsible for ensuring:
 - Suitable vehicle access;
 - Safe unloading conditions;
 - Adequate assistance for unloading if required.

8. Installation Notice

- All products must be installed by licensed professionals.
- Fluva Bath is not responsible for issues caused by improper installation or non-professional installation.
- Customers are advised not to book installers until goods have been received and inspected.

9. Delivery Delays

- While we aim to deliver within estimated timeframes, delays may occur due to:
 - Weather conditions
 - Public holidays
 - Courier or transport delays
 - Warehouse congestion
 - Safety inspections
 - Other uncontrollable circumstances

10. Address Information

- Customers are responsible for providing accurate delivery details.
- Additional charges may apply for address corrections, redirected deliveries, or inaccessible delivery locations.

11. Contact Us

Fluva Bath

Email: clinton@fluvabath.com

Website: <https://www.fluvabath.com/>