



## DISPATCH & DELIVERY

**We take pride in every label we print, so we want to make sure that once completed, you receive your work quickly and simply.**

### Once your job is completed

As soon as your printing is completed, we will dispatch it straight out to you via our standard delivery service. This delivery service is included at no additional cost.

If you would prefer this not to happen, you can instead opt for us to notify you via email that your printing is ready and available for collection at 284 Welshpool Road, Welshpool WA 6106.

To set your delivery preference, follow the link included in all delivery emails inviting you to change your setting. Alternatively, email or call the team to confirm your preference.

Additionally, in the above delivery preference setting, you can opt in for a day before email notification. This courtesy email is sent when your printing is likely a day from completion.

Please note that while we do everything we can to ensure that work goes out exactly as scheduled, **day before email notifications** are not to be considered an absolute guarantee. They are simply an early reminder that your work is almost ready and that if you did wish to organise alternative delivery instructions, to contact us as soon as possible.

### Standard delivery timeframes

Jobs dispatched via our standard delivery service will normally fall within the below estimated timeframes:

**Metro delivery within 1-4 business days**

**Regional or residential delivery within 4-7 business days**

**Remote delivery within 7-10 business days**

Once your order is dispatched you will receive an email with tracking information. It can take up to 24 hours after you receive your shipping notification for your tracking details to become active with the courier.

Please make allowance that some particularly oversized or awkwardly shaped packages may require alternate solutions which may fall outside of our standard delivery timeframes.

### Alternative delivery options

If your current delivery preference is to dispatch immediately upon completion, then in order to opt for any of the below alternatives, ensure you notify us as soon as possible prior to your job being completed.

#### Express courier alternative

If you would like to opt for an expedited delivery option at additional cost, this can be quoted on a case by case basis. If you would like to explore this option, notify us as soon as possible to ensure there will be no delay once your job is ready.

**Opt to use your own courier**

We are happy to help get your completed printing ready for pickup by a carrier service that you elect and organise. Contact us as soon as possible to ensure there is no delay once your job is ready.

**Special instructions for a specific job**

Add special instructions to an individual job in our system at any point prior to dispatch. We will always refer to these before any other default preferences.

**Who will deliver your order?**

Depending on your location and the size of your package, it will be shipped with one of the below carriers. The tracking link in your shipping confirmation email will take you directly to the carrier's website to track your package.

Aramex - Small items - Australia wide

Startrack - Small items - Metropolitan areas

TNT Express - Large items - Australia wide

Allied Express - Large items - Australia wide

For more information, visit us at [www.brandindustry.com.au](http://www.brandindustry.com.au)

Or email the [team@brandindustry.com.au](mailto:team@brandindustry.com.au).