



ACECOMMS

SHIPPING POLICY

Over the years, AceComms has recognised the need to improve our shipping methods to provide the best possible service for our dealer network whilst keeping costs manageable. With recent changes in the market, it has become necessary to review our current shipping policy as follows:

Standard Freight Charges per Purchase Order:

1 Kg Satchel / Bag = \$20

3 Kg Satchel / Bag = \$30

5 Kg Satchel / Bag = \$40

Purchase Orders over \$20k = free shipping

Please note the following:

- All overnight express and priority shipping are to be paid by the dealer.
- AceComms can dropship to your customers directly on request. Note that the above fee structure will apply.
- Any back-order jobs will incur no freight charges.
- International shipments will be quoted before acceptance of the order.
- Warranty repairs and replacements will be shipped back to the dealer or customer free of charge. It is, however, required for the dealer to bear the shipping cost to the AceComms premises in Murrarie.
- International shipping may attract additional fees for customs duties and taxes. Certain items may not ship due to regulations.

SHIPPING POLICY

- Standard freight charges will apply as per the fee structure.
- Free shipping for purchase orders of \$20k regardless of weight and size.
- Overnight express & priority shipping paid by dealer.
- No freight charges for backorders.
- International shipping will be quoted.
- Warranty repairs & replacements will be returned free of charge.
- International shipping may attract additional fees.

RELATED

- [AceComms Credit & Return Policy](#)
- [AceComms Credit Request Form](#)
- RMA returns are based on approvals. Please complete the [AceComms RMA form](#) available on the AceComms website.
- Once approved please send faulty equipment to the **AceComms Service Centre**
Location:
Unit 2, 60 Alexandra Place,
Murrarie, QLD, 4172.



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