

## **Shipping policy**

### **Shipping & Delivery Policy**

Last updated: February 2026

This Shipping & Delivery Policy outlines the terms governing dispatch, freight, delivery, risk, and related matters for goods supplied by BME Packaging (“BME Packaging”, “we”, “our”, or “us”).

This policy must be read together with our:

- Terms & Conditions of Sale; and
- Exchange, Returns & Refund Policy.

By placing an order, you agree to be legally bound by this policy.

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### **1. Order Processing and Dispatch**

Orders are processed once:

- Full payment has been received, unless approved credit terms apply; and
- For custom-manufactured or printed goods:
  - Artwork and specifications have been approved in writing; and
  - Payment or credit approval has been confirmed.

Dispatch timeframes are estimates only and may vary depending on:

- Production schedules and order volume;
- Material availability and supplier lead times;
- Quality control, finishing, and packaging processes;
- Public holidays or seasonal demand.

Delays arising from these factors do not constitute breach of contract and do not entitle the customer to cancellation or compensation.

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### **2. Delivery Timeframes**

Any delivery or transit timeframes provided:

- Are indicative only; and
- They are not guaranteed unless expressly agreed in writing.

BME Packaging is not liable for delivery delays caused by:

- Freight carriers or logistics providers;
  - Customs clearance processes;
  - Weather events, industrial action, or transport disruption;
  - Events beyond our reasonable control.
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### **3. Shipping Methods and Carriers**

We may use third-party freight and logistics providers selected at our sole discretion, unless a specific carrier arrangement is agreed in writing.

Shipping costs, where applicable, will be:

- Displayed at checkout.
  - Quoted separately; or
  - Charged in accordance with agreed trade terms.
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### **4. International Shipping, Duties, and Taxes**

For deliveries outside Australia:

- The customer is responsible for all import duties, taxes, customs clearance fees, and local regulatory charges.
- Delays caused by customs authorities are outside our control.
- Failure to pay required duties or taxes may result in:
  - Delivery delay;
  - Return of goods; or
  - Abandonment or disposal by the carrier.

Any additional costs arising from these events are solely the customer's responsibility.

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### **5. Risk, Title, and Delivery**

Unless otherwise required by law:

- Risk in the goods passes to the customer upon dispatch from our premises or collection by the carrier;
- Title passes in accordance with our Terms & Conditions of Sale;
- The customer is responsible for ensuring:
  - Accurate delivery details;
  - Appropriate access for delivery;
  - Safe receipt and unloading of goods.

Where delivery cannot be completed due to incorrect details, restricted access, or failure to accept delivery:

- Additional freight, storage, handling, or redelivery charges may apply; and
  - Risk remains with the customer where permitted by law.
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## **6. Split Shipments and Partial Fulfilment**

We may dispatch orders in multiple shipments where reasonably required due to:

- Production timing differences;
- Stock availability;
- Logistical efficiency, or
- Freight optimisation.

Split delivery does not constitute failure to supply the order and does not entitle the customer to cancellation.

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## **7. Inspection on Delivery**

Customers must inspect goods within a reasonable time after delivery and notify us promptly if:

- Goods are damaged in transit.
- Items are missing.
- Incorrect goods have been delivered.

Failure to notify us within a reasonable time may affect available remedies, subject to the Australian Consumer Law (ACL).

We may require:

- Photographic evidence;
- Packaging details;
- Carrier documentation

to assess and process claims.

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## **8. Lost or Damaged Shipments**

Where goods are reported lost or damaged in transit:

- We will liaise with the freight provider to initiate an investigation;
- Resolution may include replacement, credit, or refund, where appropriate and required by law.

Investigation timeframes depend on the carrier and are outside our direct control.

We are not liable for delays caused by freight investigation processes.

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## **9. Collection from Premises**

Where goods are collected by or on behalf of the customer:

- Risk transfers at the time of collection;
  - The customer is responsible for suitable transport, securing, handling, and insurance;
  - Any damage occurring after collection is the responsibility of the customer.
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## **10. Force Majeure**

We are not liable for delays or failure to deliver caused by events beyond our reasonable control, including but not limited to:

- Natural disasters;

- Supply chain disruption;
- Freight network failures;
- Government restrictions or regulatory action.

Performance obligations are suspended for the duration of the event.

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## **11. Australian Consumer Law**

Nothing in this policy excludes, restricts, or modifies any rights or remedies available under the Australian Consumer Law.

Where statutory consumer guarantees apply, remedies will be provided strictly in accordance with applicable law.

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## **12. Contact**

For shipping or delivery enquiries, please contact:

BME Packaging

Email: [sales@bmepackaging.com.au](mailto:sales@bmepackaging.com.au)

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By placing an order with BME Packaging, you acknowledge that you have read, understood, and agreed to this Shipping & Delivery Policy.