



CNW Electrical Wholesale

SHIPPING POLICY

DISPATCH:

When you place an order before 2pm in the local time zone Monday to Friday we will dispatch your stocked lines on the same day. If for any reason your order could not be fulfilled, we will be in contact to let you know and work out a solution.

DELIVERY:

All orders will be delivered from the nearest branch within 24 hours of when your order was placed. Some circumstances may apply and are not limited to out of stock items, third party courier delivery, weekends/public holidays, stocktakes, bulky items and regional delivery addresses. Additional delivery days may be required and freight charges may need to be included. If specific instructions are required for the delivery, please include in the special instructions area during checkout along with a suitable address. If we need to reattempt a delivery, additional charges may apply.

DELIVERY COSTS:

Some deliveries may incur a fee during the checkout of your order. This includes but is not limited to scheduling, third party providers, order values and supplier terms.

DELIVERY NOTIFICATIONS:

Order updates and notifications will be sent to your nominated email to keep you updated with what stage your order is at. If you require any additional information, contact your local branch who are happy to assist.

CLICK & COLLECT:

Utilising our click and collect service will connect you to our 60 plus wide branch network for an easy and convenient order process. Your order will be ready for collection 2 hours after placement but if it is urgent give us a call and we can try to get it organised sooner. You will receive a notification when your order is ready to collect.

DAMAGED OR MISSING:

We will always aim for a reliable and efficient delivery, circumstances in transit can happen out of our control. If your order happened to be damaged or missing during delivery please let the branch know ASAP so we can take the necessary steps to get this rectified straight away.

RETURNS:

We understand circumstances can change, if your experience is not what you expected let us know, sometimes there may be issues surrounding deliveries, missing/damaged goods, warranty claims or job cancellations with unwanted goods. As a 100% family owned electrical wholesaler who has been supporting the industry for 70 plus years, we are backed by full supplier warranties. As suppliers have their own claims process, we encourage you to engage with your nearest branch to assist you through the process.

Goods in original packaging along with any extra detail about the order or products certainly help in facilitating a return of any nature. Some charges including restocking or testing fees may apply and will be communicated by the branch and supplier.

If you require any extra information that is not covered in our T&C's, please reach out, as we are here to help.