

Shipping Policy

Australian Pools and Products (AP&P) are committed to the highest levels of customer service.

All orders received by 2pm AEST, Monday to Friday, will be despatched same day, else they will be next business day.

Deliveries are sent via either Australia Post or another quality courier service, based on location and size of products purchased.

Tracking details will be provided to all buyers' via email once the item has been despatched.

Some AP&P products are delivered freight free, some items as noted on the website or as advised by our sales team, may attract additional delivery fees.

In most cases, items delivered damaged will be returned and refunded by AP&P, please see the refunds policy for further details.

Whilst AP&P and our freight partners work to ensure the highest levels of customer service, sometimes delays do occur in delivery. Transparent tracking will enable all parties to monitor deliveries. AP&P do not guarantee delivery timeframes, all timeframes are guidelines only and AP&P will not be liable for any delays, expenses or damages incurred.

Rural and remote addresses, where delivery is not provided every day, may take longer.

A signature may be required on some deliveries with all deliveries, including incomplete deliveries following the relevant courier company policy. If no instructions are provided by the buyer to AP&P and additional costs are incurred due to redelivery or other issue AP&P will not be liable for these additional charges.

All customers must ensure that the correct delivery address and delivery conditions are clear and correct at the time of ordering. AP&P are not responsible for incorrect or omitted delivery details, not obliged for re-sending items and do not cover costs associated with omitted details or incorrectly supplied details.

For any questions regarding delivery or our policy please contact AP&P via the online contact us form.