

## GENERAL INFORMATION

### **Where is the new distribution centre located?**

Our Distribution Centre is located at 16 Thorpe Cl, Welshpool WA 6106.

### **What are the operating hours of the distribution centre?**

Our Distribution Centre operates from 8:00 AM to 3:30 PM (AWST), Monday to Friday, excluding public holidays.

### **When will the new distribution centre open?**

The distribution centre is scheduled to open in September 2024.

### **What hours are your Customer Care team available?**

Our Customer Care team is available from 8:00 AM to 5:00 PM (AEST), Monday to Friday, excluding public holidays.

## SHIPPING AND DELIVERY

### **What are the transit times for WA suburbs?**

Most of the suburbs will have overnight delivery service available. For the most accurate delivery times, please contact our Customer Care Team about your order on 1800 281 282. On select occasions, goods may be despatched from other stock locations to service your requirement.

### **What is the same-day dispatch cut-off time?**

To get same-day dispatch service, your order must be placed by 11:30 AM (AWST).

### **Are there any changes to freight charges?**

No, there are no changes to existing freight fees. Free in-store (FIS) shipping is available for all orders above \$250+GST. Orders under \$250+ incur a \$25+ GST freight fee.

### **Can I pick up my order from the new Distribution Centre?**

Yes, customer pickups are available. Please confirm the pickup time with the MATElec Australia Customer Care team 3 hours prior to your planned arrival at the Distribution Centre to allow for priority service. This is important to ensure goods are available and there is an ability to cater for your request. Please note that orders must be picked up between the Distribution Centre operating hours.

### **What happens if an order is placed, and stock isn't available at the WA Distribution Centre?**

With increasing demand, there may be times where the WADC is out of stock. In this instance, our Customer Care team will be in contact with you to confirm the urgency of your order. Should you require quick dispatch, we will ship as much of the order from our WA Distribution Centre, with any additional items being shipped immediately from our Shepparton Warehouse giving you complete piece of mind.

### **Is there an urgent order service available?**

Yes, urgent orders can be placed until 2:00 PM (AWST) with an additional fee of \$25+GST per Sales Order.

*or any other questions relating to the MATElec WA Distribution Centre, please contact the MATElec Customer Care team on 1800 281 282 or [customer@matelecaustralia.com.au](mailto:customer@matelecaustralia.com.au)*