

# Shipping & Delivery

At Mars Campers Store, we're committed to delivering your spare parts and accessories reliably and securely—whether it's shipped to your door or picked up in person from our showroom.

Please review the following information regarding our delivery options, pricing, timeframes, and procedures.

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## Shipping Methods

We use two trusted carriers to ensure timely and safe delivery:

- **Australia Post** – For parcels under 20kg
- **Mainfreight** – For larger or heavier orders over 20kg

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## Shipping Rates (All Prices Include GST)

Parcel Size	Weight Range	Carrier	Cost (AU\$)
Small Parcel	Under 1kg	Australia Post	\$15.00
Medium Parcel	Up to 5kg	Australia Post	\$30.00
Large Parcel	Up to 20kg	Australia Post	\$50.00
Oversized / Bulk	Over 20kg	Mainfreight	Calculat

Final delivery costs will be shown at checkout. Bulky freight charges may vary based on location and delivery access.

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## Order Processing & Dispatch

- Orders are generally processed within **1–3 business days**
- Tracking information will be sent once your order is dispatched
- Orders are shipped from our **Melbourne warehouse**

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## Estimated Delivery Times

- **Australia Post:** 2–7 business days (metro)
- **Mainfreight:** 3–10 business days (depending on location and freight volume)

Please allow additional time for remote or rural areas.

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## Authority to Leave (ATL)

Deliveries require a signature unless you choose *Authority to Leave* during checkout. If ATL is selected, Mars Campers and the courier are not responsible for lost, stolen, or damaged parcels after delivery.

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## Click & Collect – Hallam Showroom

We offer **Click & Collect** from our Melbourne HQ showroom:

**65 Abbott Rd, Hallam VIC 3803**

Monday to Friday: 9:00am – 4:30pm

Saturday: By appointment only

Sunday & Public Holidays: Closed

### Important:

- You must wait for an **electronic confirmation** from our Spare Parts Department that your order is ready before coming to collect it
  - Customers **must present their receipt or proof of purchase** upon pickup
  - You will also need identification that lists your name, such as a credit card, Medicare card or driver's license.<
  - Walk-ins or early arrivals without confirmation may not be accommodated
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## Shipping Restrictions

- We only ship within **Australia**
- **Mainfreight** cannot deliver to PO Boxes or Parcel Lockers
- Additional freight charges may apply to remote or regional locations—we will contact