



612 Skipton Street,
Redan Victoria 3350
Phone: 03 5336 3900
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Shipping & Delivery Policy

At **Astec Equipment Services**, we aim to make receiving your mobility and healthcare equipment simple and stress-free. We offer flexible options for everyday purchases, hire equipment, and NDIS/DVA-funded assistive technology.

1. Delivery Options

- **Local Delivery (Ballarat & Regional Western VIC):** Direct delivery by our local team for bulky items, powered wheelchairs, scooters, and beds. Includes unpacking, professional setup, and safety demonstrations.
- **Standard Courier Shipping:** National courier delivery and via Australia Post for smaller items, daily living aids, mobility accessories, and continence supplies.
- **Collection from Astec:** Free pickup from our Ballarat showroom at **612 Skipton St, Redan VIC 3350**. We will notify you when your order is ready.

2. Shipping Rates & Funding

- **Standard Parcels:** Delivery fees are calculated at checkout based on package weight, size, and destination.
- **Bulky & Specialised Items:** Freight and setup costs for large equipment will be detailed in your individual quote.
- **NDIS & DVA Plans:** Shipping and setup fees can be incorporated directly into your NDIS Plan quote or billed via approved DVA channels.

3. Processing & Delivery Timeframes

- **In-Stock Orders:** Dispatched within 1–3 business days. Delivery typically takes 2–7 business days depending on location.
- **Custom & Scripted Equipment:** Lead times vary based on custom manufacturing. Our team will provide an estimated timeline upon order confirmation.
- **Local Scheduled Deliveries:** For direct setup, hire items, or home trials, our team will contact you to arrange a suitable appointment.

4. Delivery Guidelines & Support

- **Signatures:** A signature is required upon delivery for safety and security.
- **Inspecting Deliveries:** Please inspect items upon arrival. Report any transit damage to our team immediately.
- **Hire Deliveries:** Delivery, initial setup, and return collection fees are calculated during your hire booking.

Contact Us

For shipping inquiries, tracking updates, or special delivery arrangements:

- **Phone:** (03) 5336 3900
- **Email:** sales@astecservices.net.au
- **Address:** 612 Skipton St, Redan, Victoria 3350