

SHIPPING POLICY

Thank you for visiting and shopping at Rampage Cycles. The following information sets out the terms and conditions that constitute our Shipping Policy.

1. Processing your Order

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

2. Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping.

After your payment is authorised and verified, all orders are processed within 1 business days. We will contact you if, for some reason, there are any delays.

However, some orders may take up to 5 days to ship.

3. Shipment Locations

3.1. Domestic Only

Rampage Cycles does not ship internationally at this time. We ship domestic only - anywhere in Australia.

3.2. Shipping Restrictions

Our company does ship to both commercial and domestic addresses.

4. Shipment rates and delivery estimates

We endeavor to get your order to you as soon as possible. Once your order is placed, Typically 3 to 7 Business Days. Delivery times are estimates and commence from the date of shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact delivery time.

Unless there are exceptional circumstances, we make every effort to fulfil your order.

(a) Please note:

- (i) Business day means Monday to Friday, except holidays.
- (ii) Orders are not shipped or delivered on weekends or holidays.
- (iii) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.

- (iv) Products may be delivered in separate shipments.
- (v) When placing your order, we consider these factors when calculating the Estimated Delivery Date:
 - (A) Transit Time: The amount of time it takes your order to leave our distribution centre and arrive at the local delivery carrier.
 - (B) Weight factor: Shipping costs are based on the weight of your order and the delivery method. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed.
- (vi) We will not be responsible for wrong shipping address if you provide incorrect information.

5. Tracking Options

Rampage Cycles aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package.

5.1. Domestic and International

All orders delivered within Australia automatically have tracking.

6. Damages

- 7. If there is any damage to the packaging on delivery, contact us immediately at +61 482 926 894.**

8. Missing or Lost Package

There are several reasons why a package gets lost or becomes a deliver exception. We've found that, more often than not, the package is either in the building or with a neighbour. Rampage Cycles politely requests that customers look in common courier hiding spots. Please take a look around and let us know if you find it. If you haven't located your order, please contact us at +61 482 926 894 to report missing or lost packages.

9. Questions

If you have any questions about the delivery and shipment of your order, please see our FAQ page, , or contact us at +61 482 926 894.

10. Stock Location and Fulfillment Disclosure

Stock Location and Order Fulfilment

Rampage Cycles operates as an online retail business. All products available on our website are held at local supplier warehouse locations across Australia. We do not maintain a retail shopfront or centralised dispatch facility.

Orders placed through our website are fulfilled and dispatched directly by our suppliers. This means:

Your order will be shipped from our supplier's warehouse location, which may vary depending on the product(s) ordered.

Dispatch and delivery timeframes are subject to supplier availability and the shipping carrier selected at checkout.

In the event that an item is out of stock at the supplier's warehouse, we will notify you as soon as practicable and provide options including a backorder, substitution (where available), or full refund.

Delivery

All orders are dispatched to the delivery address provided at the time of purchase. Rampage Cycles is not responsible for delays caused by the shipping carrier once your order has been dispatched, however we remain responsible for ensuring your order arrives in accordance with your consumer rights under the Australian Consumer Law.

If you have not received your order within the estimated delivery timeframe, please contact us at orders@rampagecycles.com.au and provide details of your order number and order date so we can follow up with our supplier on your behalf.