

Flair Showers

Our Delivery Policy

General Information

We make every effort to have your Flair Shower completed and ready for delivery or pickup within 14 business days. All shower cubicles are to be paid in full before departing our factory.

Freight Costs

Flair Showers is based 40 minutes north of Brisbane. We can arrange for local delivery and deliver Australia Wide. A forklift is required at delivery address as all freighted cubicles are palletised. The shower can be forwarded to the closest depot available for pickup at your earliest convenience.

To get a freight estimate, remember to include your postcode or business address when requesting a quote.

Handling Cost

A standard charge for pallet and wrapping will be applied for all showers the require freight, plus freight carrier costs. Local delivery is also available without the need to palletise.

Local Delivery

Our delivery fee covers a single person to your driveway, garage or carport on ground floor only. We do request that someone is in attendance to accept delivery and help with unloading if necessary. We can normally tailor local delivery to your time and day to fit in with your build or renovation schedule.

Delivery Time

An estimated delivery or pick-up time will be provided upon confirmation of you order. Date of delivery may vary depending upon carrier shipping practices, delivery location and additional time required for shower fit out.

Damaged Goods

Flair Showers always strives to offer great customer service. We're committed to maintain our reputation of a hardworking and honest Australian small business.

Every freighted shower is firmly secured to a pallet, and every edge protected to ensure your cubicle arrives intact.

If you are picking up from our factory, customers are advised to check the goods as they then accept responsibility for damages that occur during transport or unloading. We recommend you bring a sufficient amount of blankets and straps/rope to secure your shower cubicle.

If your cubicle has been sent via freight, it is advised that you check for damages before signing for it. **If your cubicle arrives with damage, please contact us within 24 hours before taking any action.** Please do not return any goods prior to contacting us, as where possible we do pay for insurance offered by the carrier if available. We may be able to rectify a problem without the need for returning the product to factory.

If Damage Occurs and is discovered upon pickup from depot please follow these instructions

1. Call our office immediately **Ph [07 3883 2899](tel:0738832899)**
2. Email photographs of packaging and damage to product
3. Await response before taking any action including repairs or return.
4. Additional damage not originally documented by customer may be charged to customer.

Returns and Refunds

Returns will attract an extra freight charge payable by the customer.

To be eligible for return, the shower cubicles and all fittings must be in the same condition that you received it. Please send us an email with proof of purchase and reason for return.

Custom made goods cannot be returned

Unwanted/returned shower cubicles can be placed on consignment for resale, custom fit outs may be hard to resell as everyone has different needs and requirements for their shower.. We are happy to assist if we can, just give us a call.

Questions If you have any questions regarding delivery, please contact us.