



Aussie Brewmakers

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Freight Rates & Policy Update – Effective 01 November 2017

At Aussie Brewmakers, we understand that the cost of freight is a significant factor for our valued online and phone order customers. We believe our subsidised freight structure combined with our every-day low priced products and level of service are the reasons you choose to do business with us.

The reality for us at Aussie Brewmakers is that freight costs have been steadily increasing over the last two years. From mid-2015 until now we have absorbed 100% of these increased costs and kept our freight pricing at the 2015 levels, despite our shipping costs increasing around 43%.

The latest freight cost increase in October 2017 has meant we need to change our freight rates for the first time in over 2 years. We will continue to subsidise your freight however; our freight rates will be marginally increased to ensure we can continue to keep doing what we do well – supply the best value home brew supplies to you, our valued customers.

Despite these necessary increases in freight costs, we at Aussie Brewmakers have been and will continue to work hard with our suppliers to obtain the best possible product pricing, ensuring you, our loyal customers, get the best prices. An example of this was in July 2017 when we permanently reduced the prices on over 235 of our product lines. Details can be found in our 'NEWS' section. Moving forward, we will continue to provide you with the best product prices, the best range and the best service possible. We continue to strive to offer the best overall value for online home brew supplies in Australia.

The freight rate change will take place from 1st November 2017, so if you have a moment, browse our website and take advantage of the current super-low shipping rates, and beat the Christmas rush!

From 1st November 2017 our fixed freight structure will be as outlined below, subject to the conditions detailed within the Freight Policy which can be viewed on our website:

For VIC / NSW / ACT / SA Delivery Addresses:

Orders less than or equal to \$100 in value incur a \$12.50 freight charge

Orders greater than \$100 in value incur a \$17.50 freight charge

For QLD / WA / NT / TAS Delivery Addresses:

Orders less than or equal to \$100 in value incur a \$14.50 freight charge

Orders greater than \$100 in value incur a \$19.50 freight charge

Please note:

1. Some Aussie Brewmakers products require a freight quote prior to dispatch. These products will have this requirement detailed in the product listing. Typically these products are large and bulky items such as Kegerators, Grainfathers, Robobrews, All Grain Brewery Systems and bulk purchases of beer tins and/or sugars.
2. Aussie Brewmakers reserve the right to adjust freight charges on large / heavy and bulky items, especially to remote rural areas, Western Australia and Northern Territory. We note that over the past 3 years only 7% of orders received online required freight adjustments (i.e. we heavily subsidise freight to remote and rural locations). If you are in a remote area and do not contact us prior to ordering online, you may be contacted and asked to accept these additional freight charges before your order is dispatched. If the additional charges are not acceptable to you, a full refund will be offered and the order cancelled. The process of notification is detailed in the Freight Policy which can be viewed on our website.

In addition to the changes in freight charges effective 01 November 2017 please note the following changes have been made to the Delivery Section of the Terms & Conditions following changes in how Australia Post / eParcel manages deliveries:

5. All deliveries will be sent 'Signature on Delivery with Authority to Leave' unless at the time of ordering you specifically request 'Signature on Delivery' in the comments section of the order process. This means the delivery driver will get you to sign for a delivery if you are at the delivery address however; if you are not there and the delivery driver ascertains there is a safe place to leave the delivery they will do so. If the delivery is left the delivery driver will also take a photo as proof the item was delivered safely. If a safe place to leave the delivery is not available, as ascertained by the delivery driver, or you have selected 'Signature on Delivery' at the time of ordering in the comments section, then if you are not available to accept and sign for the delivery a card will be left with instructions on how you can collect your delivery from Australia Post.

If you have any queries with regard to the above changes or would like any assistance with your home brewing please do not hesitate to contact us on 0412 784 745 or at sales@aussiebrewmakers.com.au.

