

Shipping Policy

Newcastle Bulk Building Supplies

This Shipping Policy sets out how Jefflea Pty Ltd (ABN 98 634 218 045), trading as Newcastle Bulk Building Supplies (we, us, our) process and deliver orders placed through our website.

We pride ourselves on providing products of the highest quality and are committed to customer satisfaction.

1. Delivery Area

We currently deliver to the Newcastle area only with delivery addresses within postcodes 2280 to 2304.

If you are unsure whether your address falls within our delivery area, contact us before placing your order.

2. Delivery Method

All deliveries are made by Hiab truck to support and enable safe handling and placement of bulk building materials at the delivery site.

3. Delivery Cost

As at 1 July 2026 our flat rate delivery fee of \$110.00 (inclusive of GST) applies to all orders delivered within our delivery area (irrespective of size or weight of the order).

4. Delivery Timeframe

Orders are typically delivered within 1 to 2 business days of written order confirmation by Us. Delivery times are not guaranteed and may be affected by factors outside our control, including weather, traffic, road conditions and carrier availability.

We will notify you by email or telephone of the expected delivery date and time. If arrangements are made with you for delivery, and we are unable to deliver at the arranged time due to matters beyond our control (such as no personnel being available or our access requirements not being satisfied) then:

- (a) the delivery fee is not refunded;
- (b) we can, if the delivery/access issues can be resolved, re-deliver (for an additional delivery fee); or
- (c) you can make arrangements to collect your order from our premises by prior arrangement).

5. Access Requirements

To enable safe delivery and unloading by Hiab truck, the delivery site must meet the following requirements:

- clear driveway access for a Hiab truck
- no overhead obstructions, including powerlines or tree branches
- level or trafficable ground at the point of delivery, suitable for safe unloading and placement of the goods
- a responsible person must be present at the delivery site at the time of delivery to receive the goods and direct placement (if required)

6. Products Not Available for Online Purchase

Some products on our website are not available for direct online purchase. For these items, please submit an enquiry via the contact form on our website or contact us directly. We will come back to you with pricing and availability.

7. Contact Us

For all shipping enquiries, please contact:

JEFFLEA PTY LTD

Trading as Newcastle Bulk Building Supplies

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ABN: 98 634 218 045

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