



Shipping Policy

ORDER PROCESSING

Please allow 2 - 3 business days to process your order. Expect an email within a few hours after your order to let you know your order is on the way!

STORE PICKUP - 10 Biloela Street, Villawood NSW 2163

Orders can be picked up daily within our business trading hours. An email will be sent when your order is ready for pickup.

LOCAL DELIVERY

During checkout, enter your address and choose the ship option. Click the "continue to shipping" button. Local delivery is available for addresses within 25 kilometers ~ 15.5 miles of our shop. If the local delivery option does not show up during checkout, your order is not eligible for local delivery.

When your order is ready for delivery, you will receive an email with real-time tracking information.

FLAT RATE SHIPPING

Orders are generally shipped within 2 - 3 business days. Flat rate shipping fee of \$25 applies to orders shipping to the Sydney Metropolitan areas.

We do not offer shipping outside of Australia at this time.



REFUNDS, RETURNS AND EXCHANGES

Please refer to our website for Sales Terms and Conditions.

In the event that your order arrives damaged in any way, please email us as soon as possible at sales@joebuilding.com.au with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at sales@joebuilding.com.au.