

## DELIVERY POLICY

InnoTel will make best efforts to deliver goods you have purchased in the shortest time period possible.

### Delivery Methods

innoTel will dispatch Equipment according to the most available method and carrier at the time and in some cases innoTel will not be able to choose the carrier used.

Where goods have been purchased without an accompanying service, these goods will be dispatched within 1-2 business days of payment.

Where goods have been purchased with an accompanying service, the goods will be dispatched according to the estimate date of connection for your service(s).

In either case, you will be notified when your goods have been dispatched and provided a tracking link (where applicable).

### Delivery Timeframes

Delivery timeframes differ depending on the delivery method. Once dispatched, delivery timelines are generally:

- Melbourne Metro, Sydney Metro, Brisbane Metro: 2-3 business days
- Adelaide Metro, Hobart Metro, Canberra: 3-4 business days
- Perth Metro, Darwin Metro: 5-7 business days
- Other Locations (including Regional): 5-6 business days

Weather and other events outside of innoTel's control may delay the delivery of your goods. Delivery to Remote areas or international destinations will incur further delays.

### Delivery without Recipient Signature

In the event a delivery is signed for by persons who are not the intended recipient or where the carrier is given the 'Authority to Leave' by the intended recipient, the liability for any non-delivery, mis-delivery, delay, loss or damage to those goods transfers from the carrier or innoTel to the intended recipient (owner).

In these circumstances, any insurance claim to the carrier or innoTel will not be honoured

### Missed Delivery / Re-Delivery

In some cases, a signature of the recipient will be required. This requires the recipient to provide an address where they will be available during business hours in their local time zone.

In the event a carrier has attempted delivery but has failed either due to a) the recipient not being available, or b) incorrect shipping address supplied, the customer may be charged a re-delivery fee. This re-delivery fee will be equal to the original postage amount and will be applied to your next invoice.

### Insurance

Goods valued over particular dollar amount will be sent with the carrier's insurance option select. The dollar amount is at innoTel Management's discretion.

The customer may request insurance up to the value of the goods at an additional fee if not already included.