

Aus Solar Kits

Shipping and Pickup Policy

Version Date: 24 April 2025

Effective Date: 24 April 2025

At Aus Solar Kits, we provide flexible pickup options tailored to your installation timeline. We work closely with each customer to ensure your solar kit is ready when and where you need it.

Pickup Scheduling

Once your order is confirmed, a member of our team will contact you to discuss your planned installation and arrange a suitable pickup date and time. This helps ensure the kit is ready in line with your project schedule.

Pickup Locations

You can choose to collect your order from:

- Our main warehouse facility, or
- The closest participating wholesaler depot based on your location

We will provide the exact address and collection details once the pickup location is confirmed.

Processing Time

Please allow 1 to 7 business days for your order to be processed and prepared for collection. Pickup scheduling will take place within this timeframe, subject to your availability and installation date.

Requirements for Pickup

When collecting your order, please ensure you bring:

- A copy of your order confirmation
- Valid identification

If a third party is collecting the order on your behalf, written authorisation is required prior to pickup.

Missed Pickups

If you are unable to attend your scheduled pickup appointment, please notify us at least 24 hours in advance to reschedule. Missed pickups without notice may incur a handling fee.

Contact for Pickup Coordination

admin@aussolarkits.com.au