

Delivery Fees

Your delivery fee will vary depending on the size, weight and location of the products you choose to purchase as well as your chosen delivery location. Your delivery fee will be calculated and displayed when you checkout before you purchase your products.

Please note: Unless notified all Couriers Please consignments will default to ATL in a safe place on your premises. If you do not want your items left please advise couriers upon shipment notification. If you wish to arrange for an ATL with any of our other courier partners you will have to speak with them directly prior to delivery.

For all other couriers, products will not be delivered to an unattended address. The courier will require a signature from the purchaser or authorised person at the specified delivery address at the time of delivery, if no one is available to sign for any parcel a card will be left and the parcel re-directed to the nearest Courier depot. It will then be the responsibility of the purchaser to collect the goods from the designated depot or to arrange re-delivery at their expense.

CTO Industries recommends all deliveries be shipped to an address that is attended during business hours, whether that is a home, work or other address, to minimize any redelivery delays and/or fees.

P.O. Boxes and Parcel Lockers

The couriers we use will not deliver to P.O. Boxes or Parcel Lockers (unless specifically arranged by you through your AusPost eParcel account (applicable to AusPost deliveries ONLY, additional charges may apply).

Please ensure a full address is entered in the checkout process.

Authority to leave

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