

# SHIPPING INFORMATION

WHAT YOU NEED TO KNOW

## Shipping FAQs

### 1. How will my order be shipped?

Lions Australia uses the Australia Post eParcel shipping system. This system allows us to track parcels from dispatch to delivery. Banners and larger items are shipped by Fastway Couriers and require a street address for delivery. *(A PO box won't work for them)*

### 2. Why is a signature required upon delivery?

To avoid confusion and misunderstandings with parcel delivery, Lions Australia recommend that all packages be signed for by the addressee.

### 3. Can I provide special delivery instructions?

- Requests for alternate delivery methods are only at the direction of the customer, and are limited to "Authority to Leave".
- If you indicate that you give "Authority to Leave", Lions Australia will not accept responsibility for stolen, lost or damaged packages as a result of this request. If you have an issue regarding this, you will need to contact Australia Post directly.

### 4. Why were my special delivery instructions not followed?

Lions Australia cannot guarantee that specific requests will be accommodated by AusPost. e.g. "Leave behind pot plant" "leave behind side gate". As this is at the discretion of Australia Post, Lions Australia cannot accept responsibility for issues arising from these requests. Members are advised to contact Australia Post if they have an issue.