

Shipping Policy

Last updated: July 1, 2025

Intro

At DC Laser Designs, we take pride in delivering high-quality, handcrafted metal products to our customers across Australia. Please read our shipping policy carefully to understand how we manage orders, deliveries, and damaged items.

Order Processing

- All orders are processed within 7-12 business days, depending on product complexity and order volume.
- Custom and made-to-order items may take longer. Estimated production times will be provided at the time of purchase.
- Orders are not processed, shipped, or delivered on weekends or public holidays.

Shipping Rates and Estimates

- Shipping costs are calculated at checkout based on product size, weight, and delivery location.
- We use reputable couriers to ensure safe and timely delivery.
- Once your order has shipped, you will receive a tracking number via email.

Delivery Timeframes

- Standard delivery within Australia typically takes 2–7 business days after dispatch.
- Remote and rural areas may experience slightly longer delivery times.
- DC Laser Designs is not responsible for delays caused by courier services or unforeseen circumstances such as weather, strikes, or pandemics.

Packaging and Handling

- We take great care in packaging all items securely to prevent damage during transit.
- Bulky or fragile items may be shipped in reinforced packaging or via freight.

Damaged or Lost Items

We understand how disappointing it can be to receive a damaged item. If your order arrives damaged or is lost in transit:

1. Report the issue within 3 business days of receiving your delivery.
2. Email us at [your email address] with your order number, a brief description of the issue, and clear photos of the packaging and the damaged item.
3. We will assess the claim and, if approved, offer a replacement, repair, or refund.

Please do not discard the packaging or item until we advise how to proceed.

Note: Damage due to misuse, modification, or incorrect installation is not covered.

Missing or Incorrect Items

If you receive the wrong product or part of your order is missing, please contact us within 3 business days so we can investigate and resolve the issue promptly.

Returns and Exchanges

Due to the custom nature of many of our products, returns and exchanges are generally not accepted unless the item is damaged or faulty. Please refer to our [Returns Policy] for full details.

Contact Us

If you have any questions about your order, delivery, or this shipping policy, please contact us