

BETTER STORAGE SYSTEMS Pty Ltd.

Frequently Asked Questions

1. Where you located and what are your opening hours?

Address: 2810, Ipswich Road, Darra Qld 4076
Monday to Friday 8:00am to 5pm

2. Do you sell to the public?

Yes, we do. We sell bulk quantities to businesses at wholesale prices. However, all are welcome and we have no minimum order if picked up by customer.

3. How to place an order on betterstorage.com.au

Browse the site for items you are looking for and add items to your shopping cart. When you are ready, select the shopping cart icon or link and follow the instruction to complete your order. You may need to be registered first before you can complete and order on betterstorage.com.au. There are four stages of the checkout process:

- 3.1 Your details: this section will confirm your name, email address and telephone number.
- 3.2 Delivery details: this section will allow you to choose the delivery address you would like your order delivered to.
- 3.3 Payment: this section will prompt you to enter your payment method and details.
- 3.4 Order confirmation: this will display your order number and order summary. A confirmation email will also be sent to the email address you supplied during checkout.

4. How to track your current order

You can track your order history on the 'My order' page of 'My account' or contact us via email: enquiry@betterstorage.com.au .

5. Do you deliver?

BSS deliver within Brisbane nominated metro areas*. Metro deliveries for orders vary based on order value and quantity. You can also nominate your own freight company.

For order delivered to outer metro and regional areas, customers are asked to nominate their own freight company. We are also able to provide you with a quote.

*Nominated metro delivery areas are listed for [Brisbane](#). Call us for more information on 1300 571 277.



Brisbane Metro
Delivery List.pdf

Prices and delivery areas subject to change

6. Can I pick up goods?

Yes, it is best to call ahead or email us to place your order. You can pick up from our warehouse during opening hours.

7. Changing and cancelling orders

Your order starts to process immediately after you click **PLACE MY ORDER** on the order confirmation page. Please contact us if you require changing or cancelling your order during processing time. The order cannot be cancelled if goods have already been dispatched.

8. What are my payment options?

We accept Cash, Money Order, Direct Deposit and Credit Card (via Paypal).

*Payments made with a credit card will incur a payment processing fee of 3% (incl GST) of the total payment.

*Recovery fee may apply for any unsuccessful fund transfer.

9. Damaged Stock and Return

If any item is damaged on arrival, please notify us as soon as possible. Please visit Terms and Conditions for more detail information about Returns, Cancellations and Claims.

10. Do you sell products that are not in the Catalogue?

We are able to source any related industry product for specific customers on request. Minimum order quantities may apply.

11. What is your Privacy Policy?

BSS privacy Policy Statement available at www.betterstorage.com.au