

Shipping policy

Free Shipping Terms

We offer free standard shipping on orders of **\$149 (inc GST)** or more to metropolitan areas in the following state capitals:

- Sydney
- Melbourne
- Brisbane
- Adelaide
- Canberra

Free shipping is not available for deliveries to:

- Northern Territory
- Western Australia
- Tasmania
- Regional and remote areas

For orders under **\$149 (inc GST)**, a delivery fee will apply. This fee is calculated at checkout.

Disability Australia Group Pty Ltd reserves the right to increase or decrease the order amount required to qualify for free shipping at its absolute discretion.

Exclusions

Certain items, including **liquids, fragile or oversized items**, may not be eligible for free shipping. Disability Australia Group Pty Ltd reserves the right to exclude items from free shipping at its absolute discretion.

Returns and Exchanges

Please note that free shipping applies only to the initial purchase. Shipping fees are not refunded for returns or exchanges unless the product is damaged or defective and the Australian Consumer Law or other applicable legislation require that we accept a return. Please review our [Returns and Replacement or Refund Policy](#) for more information on how returns are processed.