

CUSTOMER & COMMERCIAL

Shipping & Delivery Policy

Policy | SAL-POL-002 | Version 1.0

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Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO will package and dispatch goods with reasonable care, communicate available tracking information and address shortages or damage fairly under the contract and applicable law.

1. Purpose

Set clear expectations for dispatch, collection, freight, delivery, packaging, risk and transit issues.

2. Scope

MISCO-arranged freight, customer collection, customer-nominated carriers, local and interstate delivery and export dispatch where agreed.

3. Policy statement and commitment

MISCO will package and dispatch goods with reasonable care, communicate available tracking information and address shortages or damage fairly under the contract and applicable law.

4. Mandatory requirements

- Delivery dates are estimates unless MISCO expressly agrees a guaranteed date in writing.
- The customer must provide accurate delivery details, access requirements, contacts and any time, lifting or site restrictions before dispatch.
- Freight, insurance, special packaging, dangerous-goods handling and export charges are additional unless expressly included.
- Goods may be delivered in instalments where reasonable and communicated.
- Customers should inspect packaging at delivery, note apparent damage or shortage with the carrier and take photographs before unpacking where practical.
- Transit issues should be reported promptly with order, consignment, quantity and photographic evidence so carrier notification periods can be met.

- Risk and title are governed by the accepted contract and law; customer-nominated carrier arrangements may affect responsibility.
- MISCO will not require a customer to surrender non-excludable legal rights because a carrier is involved.

5. Implementation and operational controls

- Verify item, quantity, address and packaging before dispatch.
- Retain dispatch and consignment evidence.
- Use additional end and edge protection for damage-prone parts where identified.
- Investigate recurring freight and packaging failures.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.
Customers and website users	Provide accurate information, use technical content within its stated limits and promptly report errors, incidents or product concerns.

7. Reporting, complaints and escalation

Email transit claims to sales@misco.net.au with the consignment and photographs, or call (03) 9706 5185 for urgent production-impacting deliveries.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- SAL-STD-001 Terms & Conditions of Sale
- SAL-POL-001 Returns, Refunds & Replacements Policy

11. External references

- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.