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## Shipping & Delivery Policy

**Effective Date:** March 10, 2025,

Doc. Ref.: VT002

Thank you for shopping with **VTerra**! This Shipping & Delivery Policy outlines the terms related to the shipment of our electric cycles and accessories across Australia.

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### 1. Shipping Coverage

- 1.1 VTerra currently ships to all major cities and regional areas within Australia.
- 1.2 Some remote locations may have limited delivery options or extended delivery times.

### 2. Processing Time

- 2.1 Orders are typically processed within 2-3 business days after payment confirmation.
- 2.2 Orders placed on weekends or public holidays will be processed on the next business day.
- 2.3 Custom or pre-order items may have extended processing times, which will be indicated on the product page.

### 3. Shipping Methods & Delivery Time

- 3.1 VTerra partners with reputable courier services to ensure safe and timely deliveries.
- 3.2 Approximated delivery times vary by location:
  - **Metro Areas:** 3-5 business days
  - **Regional Areas:** 7-8 business days
  - **Remote Locations:** 9-10 business days
- 3.3 Delivery times are approximate and may be affected by external factors such as weather, courier delays, or public holidays.

### 4. Shipping Fees

- 4.1 Shipping costs are calculated at checkout based on the delivery location and order size.
- 4.2 Free shipping may be available for orders exceeding \$1000 AUD.
- 4.3 Additional charges may apply for remote area deliveries.

### 5. Order Tracking

- 5.1 Once your order is shipped, you will receive a confirmation email with a tracking number and a link to monitor the delivery status.
- 5.2 If you do not receive tracking details within 3 days, please contact our support team at [sales@vterra.com.au](mailto:sales@vterra.com.au)

### 6. Failed Deliveries & Address Issues

- 6.1 Customers are responsible for providing accurate shipping information. VTerra is not liable for lost or delayed shipments due to incorrect addresses.
  - 6.2 If a delivery attempt fails due to an incorrect address or absence of the recipient, additional fees may apply for re-delivery.
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6.3 If an order is returned to us due to failed delivery attempts, we will contact the customer for further instructions.

## **7. Damaged or Lost Shipments**

7.1 If your order arrives damaged, please take photos of the package and contact us immediately at

[Sales@Vterra.com.au](mailto:Sales@Vterra.com.au).

7.2 Claims for lost or missing packages must be reported within 15 days of the estimated delivery date.

## **8. International Shipping**

8.1 At this time, VTerra only ships within Australia. Please contact us at [info@vterra.com.au](mailto:info@vterra.com.au) for international shipping.

## **9. Contact Us**

For any questions regarding our Shipping & Delivery Policy, please contact us at [info@vterra.com.au](mailto:info@vterra.com.au).

By placing an order with VTerra, you acknowledge and agree to the terms outlined in this Shipping & Delivery Policy.

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