

Delivery Policy

If you are within the Melbourne Metro area to save time and money on delivery it is recommended that you pick up the purchased product from Art Department Supplies. This pick up time is via appointment only and has to be pre arranged.

Due to the nature of the products (aerosols only) being classified as Dangerous Goods there are special shipping requirements. These DG's cannot use the regular postal service. This shipping can be costly which is reflected in the Checkout page. Art Department Supplies has absorbed some of this delivery cost but the price may still appear higher then expected.

For regional and interstate customers it is recommended that you contact Art Department Supplies to arrange special orders. Art Department Supplies will attempt to deliver product in the most effective way and at a minimum cost for the customer. Discounts offered are at the discretion of Art Department Supplies and may not be consistent from one purchase to the next.

Items purchased should take 3-5 business days from dispatch. Due to the nature of the products (aerosols only) being classified as Dangerous Goods shipping is by road freight only using the TOLL IPEC courier service. This may effect the time it takes for a product to arrive.

Once you have purchased product you will receive an email confirming the order and another at the time of dispatch. You will also receive a tracking number for the TOLL IPEC freight.