



## FREQUENTLY ASKED QUESTIONS

### **PAYMENTS**

#### **What are my payment options?**

Online purchases are made easily and secure using your credit card (Visa, MasterCard & American Express)

#### **What happens after I have completed payment online successfully?**

After you place an order with us, you'll receive an order confirmation email with the details of your order, which can be used for proof of your purchase. If you have any queries regarding your purchase, please Contact Us.

#### **I think my payment has failed; can you help me?**

You will be notified instantly if there is a problem with your payment. You will be prompted for an alternate payment method.

#### **How long does it take to verify payments?**

Payments are verified and funds taken from your account straight away.

#### **What Currency do you take?**

ATS only accepts payments made in AUD

### **SHIPPING**

#### **Click & Collect**

Online orders can be picked up from any ATS Branch

Store between trading hours 7am – 5pm Monday – Friday. Saturday (NSW Only) 7am – 3:30pm.

You will be notified when the items have arrived. Simply choose Pick Up as the delivery method at the checkout. We have ample parking at the front of our store.

#### **Do you deliver?**

Yes, ATS has its own fleet of trucks with cranes and can deliver your order to site.

#### **What are the Delivery Costs?**

Sydney Metro is \$110 plus GST

Melbourne Metro is \$110 plus GST

Brisbane Metro is \$110 plus GST

All other delivery areas vary in price and we will confirm the cost on the quotation before we finalise your order.