

Pickup and Delivery Schedules

All pickup and delivery dates are scheduled by Sheridan Pickup and Delivery with the intention of meeting multiple customer's delivery expectations and needs.

Payment

Payment must be received 48 hours prior to proposed delivery date and upon confirmation of payment, delivery times, details and instructions will be discussed.

Our delivery fee is based on weight and 10% of the overall cost of goods, to cover pickup, cartage, insurance, and delivery

Delivery

Delivery will be scheduled for a mutually agreeable time and location. Alternatively, with prior arrangement, goods can be left in an approved and deemed (by the customer) secure location. In the event of goods being dropped off without face to face contact, Sheridan Pickup and Delivery will take a photo of the delivered goods in their approved position and forward to the client.

If delivery cannot be made to the location provided, due to poor road/weather conditions, insufficient access or if the customer is unavailable to accept delivery on the proposed day or time, an additional delivery charge for a new delivery time/day may be incurred.

Sheridan Pickup and Delivery must be notified if any discrepancies, damage, or incorrect items immediately. Missing items, incorrect or damaged items will be returned and replaced as per the purchasing terms and conditions with the relevant IKEA or other approved furniture and homewares store on the next scheduled run to relevant store/s.

Where door to door delivery may not be available for remote properties, a centralised pick up point may be achieved, please enquire directly with Jenny.

Delivery Delay or Cancellation

As stipulated, all pickup and delivery dates are scheduled by Sheridan Pickup and Delivery with the intention of meeting multiple customer's delivery expectations and needs. Sheridan Pickup and Delivery will not be held accountable for delayed delivery owing to unforeseen circumstances including, but not limited to dangerous driving conditions, due to weather, fires, road closures or other items of force majeure, personal illness or travel limitations owing to Covid-19 or any other pandemic.

Customers will be notified as soon as possible of any unavoidable delay and a new pickup and delivery schedule will be arranged.

Additional packaging

Where items purchased are “floor stock only” or are lacking in adequate packaging or protection an additional packaging fee may be applicable to guarantee the protection of the product during transit and delivery.

Sheridan Pickup and Delivery will undertake all necessary care to ensure goods are delivered in the same condition that they were purchased. However, should there be a product fault or unforeseeable issue within boxed or wrapped items, Sheridan Pickup takes no liability for any damages that may have occurred prior to pickup and delivery without their knowledge.

Cancelled Orders and Refunds

Customers can cancel orders up to 24 hours before the scheduled day of pickup (not delivery), by contacting Sheridan Pickup and Delivery directly. Refunds will be processed through the store where the orders were to be picked and a full refund of the price of the goods and our delivery charges will be applied. Refunds will be provided in the form of how the payment was received, usually either by electronic funds transfers (EFT) or cash. Refunds may take up to 24 hours to process.

Personal Details

Sheridan Pickup and Delivery will not use your personal data for any reason other than for purposes relating to successful pickup and completion of the requested delivery.

Product Insurance

Customers Furniture and homewares accessories are covered by Sheridan Pickup and Delivery’s Goods in Transit Insurance which includes loss or damage to your goods while in transit, which is caused by road accidents, fires, theft, impact or malicious damage.

Additional information

Sheridan Pickup and Delivery reserves the right to use alternative vehicles and delivery at their own discretion or without notice to meet over/undersized or specialty orders.