

Shipping Policy

This policy applies to all items purchased through the Pentanet [online store](#).

1. Delivery areas and rates

- We ship from Perth, Western Australia.
- International shipping is not available.
- Pentanet offers domestic shipping Australia-wide, using the flat rate shipping costs below:

Shipping Area + Type		Up to 1kg	Over 1kg, up to 5kg	Over 5kg, up to 10kg
Within WA	Standard	\$10	\$15	\$20
	Express	\$15	\$20	\$25
VIC, NSW, SA, TAS, QLD	Standard	\$15	\$20	\$25
	Express	\$20	\$25	\$30

2. How do I check the status of my order?

- Once your order has been processed and dispatched, you will receive an email notification and a postage tracking number.
- If you have not received an email from us with your order details after 5 business days, please contact us at: support@pentanet.com.au.

3. How long will my order take to reach me?

- Pentanet aims to process and dispatch orders within 5 business days, provided all items are in stock.
- Standard delivery time is approximately 3-7 business days from dispatch.
- Express delivery time is 1-2 business days from dispatch, however this can be longer for non-WA metro or interstate areas.
- Split shipments are not available. For earlier processing of in-stock items, any items not currently in stock must be ordered separately.

4. Other

- Customers are responsible for entering in personal details including their name, phone number and mailing address, when placing the order. Pentanet takes no responsibility for lost or missing items which are due to incorrect details provided.
- We are unfortunately unable to make changes to your order after it has shipped.
- Pentanet is not responsible for shipping delays caused by the carrier.
- Pentanet reserves the right to modify or add to this policy from time to time.
- For information on returns, refunds or exchanges, please see our Returns Policy.
- If you have any queries relating to shipping, please contact: support@pentanet.com.au.