



Products and Services	Dispatch Promise
Standard GI, RS and ATS Products – Pick, pack and Metreage rewind only	AM Dispatch – orders placed before 9 am will be dispatched by 11.00 am. Orders received after 9 am will be dispatched PM same day
Standard GI, RS and ATS Products – Pick, Pack, Metreage Rewind and Slitting	PM Dispatch – orders placed before 2.30 pm will be dispatched that afternoon. Orders received after 2.30 pm will be dispatched AM next day.
Standard GI, RS and ATS Products – PICK UP FROM WAREHOUSE Pick, Pack, Metreage Rewind and Slitting	Pick up same day – if ordered before 2.30 pm and with 2 hours' notice
Rigid Substrates – Full Sheet	Next Day dispatch if ordered before 3 pm; order will be dispatched by courier next day. If order is received after 3pm; goods will be dispatched next day plus one. CSR will notify if any variations to this apply
Rigid Substrates – Full Sheet – PICK UP FROM WAREHOUSE	Same Day with 2 hours' notice
Rigid Substrates – Custom Cuts	Dispatch within 2 business days; if order received before 4 pm, order will be dispatched by courier within 2 working days, if ordered after 4 pm, order will be dispatched by courier within 2 working days plus one
Rigid Substrates – Custom Cuts - PICK UP FROM WAREHOUSE	A minimum of 24 hours' notice is required for Custom Cut Pick Up orders. Large-cut custom orders may take longer than 24 hours. CSR will notify if any variations to this apply.
Reflective – Custom Slitting	Dispatch within 2 business days – if order received before 4 pm, order will be dispatched by courier within 2 working days. Orders requiring multiple slits may take longer to prepare. CSR will notify if any variations to this apply.