

# FAQ

## Are Your Products Australian Made?

We are proud to say that we still make all of our Straight Straws, Regular, Cocktail, Long Bottle, Jumbo, Thickshake, Long Thickshake, Slims, SipNStir along with our Shot Glasses, Swizzle Sticks, and then we source from other Australian Manufacturers where we can, other products like our Drink Coasters, Foam Coolers and Straw Holders. Approximately 40% of our products sold are still made right here in this great country of ours. The balance is imported exclusively from reputable suppliers who we have great relationships with from all over the world, Indonesia, Korea, China and India. For further information, please contact our office on (07) 3880566 or email [sales@austraw.com.au](mailto:sales@austraw.com.au)

## How can I place an order?

You can place an order by emailing [sales@austraw.com.au](mailto:sales@austraw.com.au) or faxing 07 3888 0599

## Where do I find my prices?

You must contact our office by emailing [sales@austraw.com.au](mailto:sales@austraw.com.au) or phone (07) 38880566 to discuss with our sales team your requirements, and we will ensure you are given the appropriate pricing for your needs. We can put you in touch with one of our distributors nationally or you can search our distributors in the Contact Us page on this website. Alternately if you wish to distribute our products or become a wholesale customer, please email your details to the email address above.

## Do prices include GST?

Prices are listed ex GST on your invoices, and on any quotes sent to you. Gst is added at the bottom.

## What happens if an item I order is out of stock?

You will be contacted by one of our staff, and offered some alternatives. You may place the item on backorder or cancel the item.

## Can I request samples?

Yes, Any reasonable request will be sent to you upon application.

## Do you do custom printing on items?

We can offer printing and branding on a number of our items from Straws through to wooden catering products. We will need to discuss your needs and will then advise of MOQ (Minimum Order Quantities) and appropriate lead times and pricing. Please contact us on email [sales@austraw.com.au](mailto:sales@austraw.com.au), or on (07) 38880566.

## What is the turnaround time to receive an order?

Orders are despatched generally the day after the order is received. Transit times depend on where the order is travelling to.

## **What happens to goods damaged in transit?**

Any damages sustained in transit are fully covered, we do not cover damages caused on your premises. Any claims for damaged goods must be made within 7 days of receiving goods, otherwise they will be refused. Please check your stock off thoroughly upon receiving your delivery. Our staff may ask for photos of the damages, and or the product returned for inspection upon assessing your claim. Please contact our office if you are unhappy in any way with our products.

## **How is freight calculated?**

It may be best that you buy our Products from one of our Distributors closer to you, who are found all around Australia, Tasmania and New Zealand. Our distributors are displayed on the Contact Us page of this website, which may save you freight and help you get your products sooner. Freight Charges on Goods will be advised at time of order, but generally if you are an existing customer, we can send you a copy of our Freight Policy detailing how you may be entitled to Free Freight. Our staff will help you with any enquiries.

## **How can I pay for my goods?**

We accept payment by Credit Card  
Visa or Master Card with a 2.5% surcharge

PayPal will soon be available

EFT transfer (direct deposit) can be made without any Charges

Credit account with invoice terms is available upon filling out an application form for Credit. This is only for approved wholesale distributors, where we can offer trading terms upon relevant checks.

## **Do you have branches in other states?**

We only have one location at 11-15 Reynolds Court, Burpengary. Qld. 4505, however we have a network of Distributors who would be happy to sell our products to you which may be close to your location. Our distributors can be found on the Contact Us Page of this website, or simply phone us on (07) 3880566 or email [sales@austraw.com.au](mailto:sales@austraw.com.au) – for further information on how to get your hands on some of our great products.