EZCONCEPT

Expedited Orders

Getting Your Order Faster - What You Need to Know

We know that timing is everything, and we're here to help you get your order as quickly as possible. If you're working with tight deadlines, our expedited production service can speed things up. Here's everything you need to know about how it works.

1. How We Can Speed Up Your Order

All EZ Concept products are custom-made to order. Our standard production time ensures the highest quality, but if you need your order sooner, we offer an **expedited production service.**

- Expedited production is available for most orders, including EzyJamb, CavKit and SlideSet. However, availability depends on current production capacity.
- Some custom or highly specialized orders may not be eligible for expedition, but we will always do our best to find a solution.

2. How Quickly Can We Deliver?

We aim to get your order to you as soon as possible. Here's what to expect:

Standard Production Lead Time: 15 working days from when production begins.
Expedited Production Lead Time: 6 to 10 working days (based on availability).

ⓘ **Important Note:** Expedited production speeds up manufaturing time, but standard delivery times still apply and may vary depending on your location.

3. What We Need From You to Get Started

To keep everything on track and ensure a smooth process, we need a few things from you before we can begin production:

✓ **All required documents must be signed and submitted.**
✓ **Purchase orders (POs) alone are not enough -** we require our official approval documents to start production.

Helpful Tip: Submitting everything upfront helps us meet your deadlines faster!

4. Expedited Service Costs & Order Changes

Expediting your order requires extra resources, and we strive to keep this cost as fair as possible.

Expedited Service Fee: 30% of your total order value.

If you need to **cancel an order**, here's how it works:

Before production starts: $70 or 20% of the order value (whichever is higher).
Once production starts: 50% of the order value.
If the order is fully produced and ready for dispatch: 100% of the order value applies.

We'll always do our best to honour pricing and lead times based on your quote's expiration date.

5. Need Assistance? We're Here to Help!

We're committed to helping you meet your project deadlines. If you have any questions or special requests, feel free to reach out - we're happy to help!

Call Us: 1300 329 526 Email Us: sales@ezconcept.com.au Visit Us: www.ezconcept.com.au