



FREIGHT & DELIVERY POLICY



All SUPPORTING INFORMATION CAN BE FOUND IN
[INFRAPIPE™ DOWNLOADS SECTION](#)

STANDARD DELIVERIES LEAD TIMES & CUT-OFF TIMES

Orders for standard items received by midday will be prepared for dispatch that day.

Item	Type	L/Time	Auckland	Palmerston North	Christchurch
FARMPIPE	STOCK	-	Y	Y	Y
CIVILPIPE8 CIVILPIPE16	STOCK	-	Y	Y	Y
FITTINGS	STOCK	Y	-	-	-
RUBBER RINGS	MTO		Y	Y	-
ECOPIPE	STOCK	-	Y	Y	-
PRESSURE PIPE	STOCK	1D	Y	-	-
PRODUCTS	MTO	Varies	-	-	-

MTO = MAKE TO ORDER.

ECOPIPE STOCK IS DN1000,1200 & 1500.

OTHER DIAMETERS 525,600,700,800,900,1100,1350,1600,1800,2000,2300,2500 & 3200 ARE MADE TO ORDER.

KRAH PRODUCT IS INFRAPIPE, INFRATANK AND CUSTOM ITEMS SUCH AS MANHOLES, WET WELLS, PUMP CHAMBERS AND LARGE FITTINGS.

KRAH PRODUCTS INCLUDE RUBBER RINGS, FOR FARMPIPE AND CIVILPIPE RINGS MUST BE ORDERED IN ADDITION.

FREIGHT COSTS

- Your company will have an agreed Freight-Free amount for pipe. Orders must exceed this amount or freight will be charged at cost + 10%.
- Your company may receive a discount for whole truck orders. Contact INFRAPIPE for more details.



- Multiple orders cannot be combined to exceed the freight-free threshold except by prior arrangement.
- Minimum quantities (crate sizes) can only be varied by prior arrangement.
- Freight for rubber rings or fittings if not ordered with the pipe will be charged at cost + 10%.
- Hi-Ab or other unloading services are by arrangement.
- All Krah (spiral-wound) products include freight in the quote unless specified otherwise.

PRODUCT COLLECTION

INFRAPIPE is a factory and is not well placed for frequent customer collections. Collection is by prior arrangement and may only take place between 0800 and 1500. If the collection vehicle is not purpose-designed for the carriage of product then a loading fee may be charged.

CANCELLATIONS & RESTOCKING

If an order must be cancelled due to a change in circumstances, contact INFRAPIPE immediately.

- If orders have not been processed and are ex-stock then there is no charge.
- If products are Made to Order they cannot be cancelled.
- Orders of project volumes (those greater than normal stock-holding) of stocked items cannot be cancelled.
- If products have been despatched then the customer is liable for all freight costs incurred and 20% restocking fee or \$300 whichever is the greater.
- If products are accepted for return they must be clean and in a saleable condition.

DAMAGED GOODS & INSPECTION

INFRAPIPE requires that all customers inspect all product on arrival and before completing Proof Of Delivery paperwork with the freight carrier.

[INFRAPIPE Inspection on Delivery guide can be found here.](#)

In the event of Damaged Goods customers should follow the procedure in the Inspection on Delivery guide and then submit a Return Request Form.



RECYCLING

INFRAPIPE will accept unused product or offcuts for recycling provided that it is clean and not otherwise contaminated. Contact INFRAPIPE for more information.

HANDLING

[INFRAPIPE™ has a guide for the loading, transportation, unloading and storage of pipes and fittings that have been inline extruded – i.e. the FARMPIPE, CIVILPIPE and Pressure Pipe products.](#)

For spiral-wound (Krah) products – INFRAPIPE, INFRATANK, ECOPIPE and manholes there are additional requirements, please read the [separate guide accessible here.](#)

CONTACT OUR TEAM



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