Plymasters

**Plymasters Limited Freight Conditions as of October 2026**

Samples

Our samples are free so you can see and feel the product before you specify or order. We charge $8.99 + GST per sample order to cover shipping, no other delivery charges apply to sample orders. Shipping is free on samples when you're logged in to your trade account.

Residential Delivery

There is an additional charge of $45 + GST for delivery to a residential address.
*Registered businesses or building sites operating from a residential address will not be charged residential delivery fees

Ideal Preference

To avoid any additional charges, it is recommended to have the order delivered to a commercial address which has a **forklift onsite** or have the order delivered to the nearest freight depot for collection. All additional charges mentioned above are on top of the standard freight and handling charges stated on your pro-forma invoice/quote or online shopping cart.

Hand Unload

Hand unloads are provided with **driver assistance only**. **A fit and able bodied person must be available on site** to assist the driver.The maximum hand unload is **5–10 sheets** (subject to size and weight). The **first 15 minutes is free**, after which **$30 + GST per additional 15 minutes** (or part thereof) will apply.

The driver may refuse or stop unloading if conditions are **unsafe** or if suitable assistance is not available. Lifting gear for unloading must be provided for larger quantities.

Hi-Ab Charges

If you require a hi-ab delivery, you agree to pay an additional $200-$300 + FAF + GST per hour (price to be determined by the freight carrier dependent on location). Hiab travels with your ply order so charge starts when it departs the depot until it has returned.

An alternative option is to order from your local retailer/merchant to collect from there or deliver to your nearest freight depot for no additional charge.

Priority Freight Delivery (Special Service Request SSR)

If you require an urgent delivery, Plymasters can book an SSR with the freight provider. An SSR will ensure your delivery is prioritized over other freight and delivered within the timeframe promised. If you require an SSR you agree to pay an additional $95.00 + GST, this will be charged to you by Plymasters. If for any reason your delivery cannot be delivered within the timeframe promised, Plymasters will credit you the value of the SSR.

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Rural Deliveries

If your delivery address is considered ‘Rural’ by the Freight Provider, there may be extra costs over and above the website quoted charge if this information was not available to you at the time of placing the order.

Additional Charges:

Extra charges may apply for areas that have tight street access as, this requires a smaller truck – this may require a truck hire and is at the freight carrier’s discretion, additional charges apply and will be invoiced separately by Plymasters after the order is placed.

An alternative option is to have the order delivered to the nearest freight depot or order via your local retailer/merchant and you can collect from this location at no additional charge.

*We at Plymasters will do the best we can to ensure efficient fast delivery, but some circumstances are out of our hand and at the discretion of your freight carrier, either Mainfreight or Mainstream.