

HOW DO I ORDER TBYB EQUIPMENT?

Please add items to the form on our TBYB website page and then wait for us to contact you re availability and pricing including the usage charges.

CAN I MAKE CHANGES TO MY ORDER ONCE IT HAS BEEN SUBMITTED?

Yes. Please contact us by phone 1300 529 355 or email tbyb@kayell.com.au
Please note if we have submitted a quote, please reference this number.

WHAT ARE YOUR TBYB PERIODS?

2-Day TBYB

Pick up from 3pm the day prior and return up until 9.30am the day after. We do not open on weekends and timings above are subject to availability.

Note: If your return date falls on a weekend or public holiday, we will expect the goods to be returned before 9.30am on the following working day. The TBYB 2-Day period excludes any travel days if we are sending the goods by courier.

CAN I WALK-IN AND HIRE EQUIPMENT?

No, you need to place an order online so we can check availability prior to you coming and collecting any TBYB equipment and first-time customers will need to supply ID documents before being able to use the service.

WHAT HAPPENS ON EQUIPMENT COLLECTION?

1. We will check the equipment with you against your order
2. If you have any concerns, you should check the gear before you leave our store.
3. If you send a representative to collect your TBYB equipment and they do not perform these checks, Kayell Australia will not be responsible for errors.

WHAT DO I DO IF I FIND A FAULT WITH MY ORDER OR THE EQUIPMENT?

Email or call us immediately and we will try to resolve the situation.

If we determine something is wrong, we will replace the equipment (if stock is available).

If we cannot replace the equipment in a time frame that works, we will refund the TBYB fee and any freight, once we have determined something is wrong. You must contact us immediately when you find a problem, contacting us at the completion of the TBYB will not necessarily mean a refund will be approved.

WHAT SHOULD I DO BEFORE RETURNING THE EQUIPMENT?

Before you return the equipment, you must check that it works properly, is cleaned and is packed safely for transportation. It is important that all equipment is returned as per your order, any missing equipment will be charged.

WHAT HAPPENS ON EQUIPMENT RETURN?

We will always try to check the returned equipment with you against your order, sometimes this is not possible, and we will need to check it at a later stage and when couriers are used this will always be the case. If we find any items are missing, we will make contact by phone or email and if after a certain time we have not heard back from you we will deem the goods unrecoverable and we will charge you the replacement cost.

HOW CAN I PAY FOR MY TBYB?

We accept most commonly used credit cards
Full payment must be made prior to the goods being collected or shipped.

WHAT HAPPENS IF I WANT TO CANCEL A BOOKING?

All cancellations must be made in writing.
If you make a booking and don't show up by the end of the first day of the booking, you'll be considered a no-show and the goods will become available to other customers.
Please cancel as early as possible so that other customers may re-book the equipment you no longer want. Any cancellations up to 24hrs before your TBYB will incur costs.

ARE PRICES INCLUSIVE OF GST?

Yes, all prices on our website are inclusive of GST but do not include the usage charge of 10%.

DO I NEED TO PAY A BOND?

A bond will be required for the first two TBYB bookings only, the bond will be taken as a pre-approval and reserves credit against your card for 5-7 working days and then will automatically reverse itself barring any damage, missing equipment, or late chargers. The value of the bond is determined by a % of the value of the hired equipment and is upward of \$500 in most cases.

WHAT ABOUT INSURANCE ON EQUIPMENT?

Risk of theft, loss or damage in the Equipment passes to you upon pick-up or upon when the goods leave our premises by courier. The usage charge only covers normal wear and tear and in all cases loss or breakage is your responsibility and make good is your responsibility.

WHAT HAPPENS IF I DAMAGE AN ITEM?

Email or call us immediately.
All TBYB equipment from Kayell Australia must be returned complete and without damage, if any damage occurs; The usage charge limits your liability for accidental damage to the current excess that our insurance provider charges us (\$1100.00 Including GST), if a bond has been taken this will be deducted from this amount.

➔ WHAT IDENTIFICATION DO I NEED?

First time customers will be required to supply a legible copy (front and back) of their driver's license, with an up-to-date home address. We will also require a first-time customer to supply other forms of ID that match the details on the supplied driver's license. For companies where this is not possible, we will ask for a signed letter from the directors of the company using the TBYB service showing they understand our terms and conditions. **This is only needed for the first TBYB and will when possible needs to be done in our showrooms.**

➔ DELIVERY OPTIONS?

We offer a range of delivery options for customers, including pick up, same day courier or overnight for Sydney, Melbourne and Brisbane – Gold Coast Metro customers, or 2-5 day delivery for customers based in regional Australia. Please note the overnight Australia wide delivery option has conditions on size and if lithium-Ion batteries are included. Call us for a detailed delivery schedule.

➔ DO I NEED TO BE HOME TO ACCEPT THE DELIVERY?

Yes, all our deliveries will require a signature.

➔ WHAT IF I WANT TO TRY SOMETHING THAT ISN'T ON YOUR SITE?

Email us at tbyb@kayell.com.au or call us ON 1300 529 355, We have a lot of additional items which we have in our demonstration equipment that can be added if available. You can also add the items you need on the web form and we will respond with availability and pricing.