



10 Graham Place Casino NSW 2470
Postal: Locked Bag 10 Casino NSW 2470
T: 02 6660 0300 E: info@casinotruckshow.com.au
www.casinotruckshow.com.au

Casino Truck Show Terms and Conditions

Privacy

In accordance with [Richmond Valley Council](#) and the [Richmond Valley Council Privacy Policy](#), the Casino Truck Show respects your privacy and is committed to protecting personal information in corresponding with the [Privacy and Personal Information Protection Act 1998 \(PPIP Act\)](#).

Shipping and Delivery of merchandise

The Casino Truck Show online only merchandise store, currently ships within Australia only.

All orders are processed within 2-5 business days following payment confirmation. During peak periods including leading up to the event, or holiday periods, processing times may be slightly extended. **Please note, current year merchandise will not be on sale online before event.**

Orders are not processed or shipped on weekends or public holidays.

Orders are shipped via Australia Post with estimated delivery times as follows:

- **NSW and Metro Areas:** 2-5 business days
- **Interstate Deliveries:** 4-10 business days
- **Regional and Remote areas:** 7-14 business days

Delivery timeframes are estimates only and may vary due to carrier delays or external circumstances outside our control.

Where tracking is available, customers will receive a **shipping confirmation email** containing tracking details once the order has been dispatched.

Please ensure all delivery details are accurate when placing your order.

The Casino Truck Show is not responsible for delays or additional costs resulting from, *incorrect addresses, incomplete delivery information and failed delivery attempts.*

Additional shipping charges may apply for redelivery.



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If your order arrives damaged or does not arrive within a reasonable timeframe, please contact us within **7 days** of the expected delivery date.

Please Include:

- your order number
- photos of damaged items (if applicable)

We will work with the shipping provider to resolve the issue as quickly as possible.

Local pickup is offered and available at the Richmond Valley Council Administration Building in Casino during opening hours.

Returns and Refunds of merchandise

Returns are accepted within 14 days of delivery, provided items are, *unused and unworn, in original condition and returned with original packaging and tags attached.*

Proof of purchase is required for all items.

Non-returnable items include *clearance or sale items, change of mind returns and items damaged through normal wear or misuse.*

If you receive a faulty, damaged, or incorrect item, please contact us within seven days of receiving your order. Please include your order number, description of the issue and photos showing the fault or damage.

Where confirmed, we will offer a replacement item, or refund to original payment method.

Once your return is received and inspected, approved refunds will be processed within 5–10 business days and refunds are issued to the original payment method only

Shipping costs are non-refundable unless required under Australian Consumer Law.



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Truck entrants and Exhibitors

All truck entrant and exhibitor application fees are used to support event planning, administrations, site preparation, and operational costs associated with delivering the Casino Truck Show.

If an approved truck entrant or exhibitor withdraws from the event, refunds are accepted seven days or more prior to the event. Anything under seven days is considered a cancellation and a refund will not be approved.

Failure to attend the event without prior notice, will be considered a cancellation and no refund will be issued.

If the Casino Truck Show is cancelled or postponed due to circumstances beyond our control, we may transfer applications to a rescheduled date or provide full refunds where reasonably possible.

If an application is not accepted, any application fee will be fully refunded.

The Casino Truck Show reserves the right to adjust site layouts, exhibitor locations, or truck placement where required for safety, operational, or logistical reasons.

Such changes do not constitute grounds for refund.

