

Callout Pricing Update

To our valued customers,

Please be advised that our callout charges have changed and the following standard schedule of rates are currently applicable from the 1st of April, 2026.

Regular After-Hours Service - \$350 + GST

Public Holiday After-Hours Service - \$600 + GST

Delivery Fee - \$POA (Subject to availability / urgency)

Whilst our after-hours service is generally available, one of our team members will first triage the requirements and determine whether or not the afterhours service can be made available at the time this is required.

We appreciate that this may have a downstream impact for your clients and we can actively work with you to offer consignment and van stock solutions to suit your needs.

We also encourage all customers to replenish their frequently used spare parts via the "My Favourites" function in Smart Access.

Kind regards,

Brett Hedge
General Manager

