



AU - Free Delivery on Tools FAQs

What is it?

Customers who spend \$99 or more on qualifying parcel size tool orders online at Bunnings may be eligible for free delivery in Australia and New Zealand. The products purchased must meet the relevant qualifying tool order requirements and Terms and Conditions.

The offer includes the below;

- Order must be parcel sized
- Only available for standard delivery
- Order must contain eligible tools with a total spend of at least \$99 (inclusive of GST, discounts, vouchers and markdowns) in the one transaction
- Eligible on 'Dangerous goods' tool
- Available for Metro and Regional customers

The offer excludes the below;

- Special order products will incur a delivery charge if not eligible for 'delivery included'
- Customers who opt for Same Day Delivery would be exempt from this offer
- Products that exceed Maximum Weight – 22kg, Maximum Length – 100cm, Maximum Height – 70cm, Maximum Width – 60cm are exempt
- Marketplace products
- Tool Kit Depot Business
- OnePass customers

What products are eligible for Free Delivery?

Products eligible must be from one or more of the following Tool categories:

- [Tools - Hand Tools & Power Tools - Bunnings Australia](#)
- [Garden Power Tools - Bunnings Australia](#)
- [Garden Hand Tools - Bunnings Australia](#)

and are subject to availability.

Can Bunnings change eligible products or other requirements for Free Delivery?

Yes but Bunnings will 5 days before making the change set out in this section of the FAQs what the change will be. After a month of the change being made, Bunnings may remove this notice.



Will my cart automatically add free delivery?

If your cart meets the criteria, then 'Free Delivery' will automatically be added at check out. If your cart doesn't meet the criteria, then a delivery fee will be added. For example, due to 'tool' products valued under \$99 and/or total cart is deemed as a bulky/UTE size.

What is the difference between 'delivery included' and 'free delivery'?

Delivery included products are sent directly from the supplier with the delivery cost already included in the RRP whereas 'Free delivery' is calculated at the checkout when the cart meets the criteria.

Am I eligible for 'free delivery' if I opt for 'same day delivery' in the cart?

Customers who opt for 'same day delivery' will be exempt from 'free delivery'. The cart will update with the delivery fee for 'same day delivery' to transact successfully.

What happens if my cart contains marketplace products or Special Orders?

Baskets containing a Marketplace item or Special Orders will have the marketplace or Special Order component excluded. Marketplace items and Special Orders will be subject to separate delivery and therefore delivery fees may apply.

What happens if my cart contains products from an eligible tools department and another department?

If the products that are from an eligible tool department meet the criteria then the whole cart is eligible for 'Free Delivery'. If non-eligible tools are added to your transaction and this results in a non parcel sized delivery, then delivery fees will apply to the whole transaction.

I am a signed in Onepass customer, am i eligible for this offer?

No, OnePass customers will see their own relevant delivery offers only.

Can I receive free delivery when i purchase instore?

No, this is an online only offer.

I believe i am eligible for 'free delivery' but my cart is adding \$10 for delivery, what do i do?

If your cart is adding a delivery charge then you have not met the order criteria. If you are still having issues with the 'free delivery' offer than please contact the Bunnings Customer Support Team (customersupport@bunnings.com.au) for assistance.