

Frequently Asked Questions

We've compiled a list of our most Frequently Asked Questions to help you find the answers you're looking for quickly. If your question isn't included here, please email us at onlinestore@bbqgalore.com.au.

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Why should I buy from Barbeques Galore?

Barbeques Galore has been in the barbeque business longer than anyone in Australia – over 35 years to be exact. Naturally, over that time, we've gained invaluable knowledge on all things to do with Australia's great barbeque tradition. In fact, we've made it our mission to learn as much as we can about barbequing and outdoor entertaining.

Everything you'll see in a Barbeques Galore brochure, catalogue or inside a Barbeques Galore store is a culmination of the years of learning and hard work. So no matter how you barbeque, if you're looking for guidance, see the people who know more about barbeques and outdoor entertaining than anyone else in Australia – us.

How do I order online?

Browse the site for products and use the "Add to Cart" button featured on the page to select the items you would like to add to the cart. A stock check will be performed based on your postcode. When you are ready register your details and follow the instructions to progress through our easy checkout process:

4 Order Processing Stages:

- 1) **Verify your order:** This section will verify product, quantity and price details.
- 2) **Account & Delivery Details:** This section will confirm your name, email address and telephone number along with an order overview. You can submit your delivery instructions here.
- 3) **Billing Details:** This section will prompt you to enter your payment method and details.
- 4) **Place Your Order:** This displays a summary of all your details so far. Select the "Submit Order" button and your order number and order summary will appear. A confirmation email will also be sent to the email address you supplied during checkout.

Once we receive your order, we'll send you an official tax invoice with your order details attached. Please check it carefully and contact us on 1300 227 232 if there is any problem with your order.

Why do I need to register?

So that we can provide you with fast and efficient customer service. Your account will also allow you to keep track of your purchase history. [How do I remove items?](#)

By clicking on the grey "x" button beside the product name you can remove items from your cart that you do not wish to purchase.

How do I buy more than one item?

If you wish to purchase more than 1 of the same item, simply type in the number you wish to purchase in the "quantity" field for the appropriate product.

What do I do if I key in my postcode and receive an "Item unavailable error"?

If you key in your postcode and receive the error "Sorry, this item is unavailable", there is no available stock for online orders in the nearest warehouse to your postcode. Stock however may be available through your local store. Please contact your local store to enquire about available stock.

Can I change my order?

By clicking on the **"Edit"** link beside Order Overview, or the **"Previous Step"** button you will be taken back to the cart where you can add or remove items as you wish.

Why Delivery & Billing Addresses?

By providing a delivery and billing address you have the ability to have your purchase sent to your home address, work address or to a friend.

How do I know my credit card details are secure?

You can be confident when you're shopping online with Barbeques Galore.

Barbeques Galore uses the newest technology in public encryption available to process your credit card orders. We recognise the issue of your privacy and security of your sensitive information, and have taken steps to protect your order information.

In other words, your order with Barbeques Galore is safe.

Methods of Payment

We accept Visa, Mastercard, American Express and Diners Club cards.

Barbeques Galore gift card redemption is not available online. Please visit a store if you have a gift card to redeem.

We do not offer Interest free finance on our Barbeques Galore online store. Interest free finance can be obtained at participating Barbeques Galore stores.

We do not offer a lay-by service on our Barbeques Galore online store.

How will I know when my order is successfully completed?

You will be shown a confirmation of your order details in the **"Place Your Order"** screen. Select the **"Submit Button"** to submit your order. A message screen will confirm that your order was placed successfully.

A confirmation email will also be sent to the email address you supplied during checkout. To view your order you can also select **"My Account"** from the top menu bar on the website and select **"Shopping History"**.

If you haven't received an email confirmation and are unsure as to whether your order was completed successfully, please contact our Customer Service on 1300 227 232 or email onlinestore@bbqgalore.com.au.

What do the different statuses mean in 'My orders' within 'My account'?

Order submitted: Your order is being processed by our fulfillment centre.

Dispatched: Your entire order has been dispatched

How do I track my current or previous online orders?

You can track your order history on the **"My orders"** page of **"My account"** if you are registered with us or via the URL link included in the email order confirmation.

How do I obtain a tax invoice for my online order?

A copy of the tax invoice will be emailed to you; a packing slip will be included with your order delivery, which is your proof of purchase.

Pricing

Prices that appear on the Barbeques Galore online store, in store or in any advertising are applicable for the specified sale period only.

Can I change my online order after I have placed it?

Once you click the "Confirm" button, your order begins to process and you're unable to make further changes.

I've seen something in store, but I can't find it online.

We aim to have our core product lines on our Barbeques Galore online store but due to the amount of product lines we sell it may not be possible to have our full range online. If an item is not available through our Barbeques Galore online store you can contact your nearest store on 1300 227 237.

I've seen something online but can not add it to my cart.

Only items that have an **"Add to Cart button"** are available to purchase on-line. Please visit a store for items that are not available for purchase on-line. Wood Heaters, dangerous goods such as full gas bottles, aerosol cans, fuel and selected other products will not be available for purchase on-line.

What warranty do we offer?

At Barbeques Galore we stand by all the products that we sell. Warranties will vary depending on the product purchased.

Can I reserve products online for pickup in-store?

Our current delivery service is door to door; if you would like to visit a store please contact your local store.

What about assembling your purchase?

All products will arrive with easy to follow assembly instructions and our store staff will be happy to assist you with any queries.

What is the right fuel?

Check the specifications on your barbeque or outdoor gas heater to see what type of fuel you will need to operate your product.

Who do I contact if I have a problem online?

Please contact our online customer service team on 1300 227 232 or by email on onlinestore@bbqgalore.com.au. Customer service is provided from Monday through to Friday from 9:00am to 5:00pm. (AEST)

This online frequently asked questions policy is effective from 18/10/2010 v1.00.