Why can't I select a shipping method in the checkout on the website?

1. In your shopping cart, select **"Proceed To Checkout"**

At the bottom of the checkout screen you'll see **"Your Checkout Progress".**
Select "CHANGE" next to "SHIPPING ADDRESS" and it will take you to the
"EDIT SHIPPING ADDRESS" screen:

2. Make sure your name, phone number, email, Address Line 1 and Country are correct then **delete** what you currently have entered in Suburb, State and Postcode so that they are completely blank.

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3. Begin typing your suburb and wait for a drop-down box to appear:

Suburb *

LilydaLE
LILYDALE, NSW, 2460
LILYDALE, VIC, 3140
LILYDALE, QLD, 4344
LILYDALE, TAS, 7268
NORTH LILYDALE, TAS, 7268

4. Select the option which has your correct Suburb, State and Postcode. It will then self-populate the spaces as below. Then click **"Edit Address"**

Suburb *	State *	Postcode *
LILYDALE	VIC	3140

Edit Address

5. Once these are both self-populated with the correct information, you can then select your preferred shipping method with lots of different standard and express options:

SHIPPING METHOD

○ PICKUP @ Patrolapart Lilydale , 39 Industrial Park Drive , Lilydale, Victoria 3140.
Please call us to confirm that your order is ready for Contactless collection.

○ $8.50 - eParcel - Standard - [2 business days]

○ $11.78 - eParcel Express - Express - [1 business day]

○ $15.59 - Star Track Premium - Express - [1 business day]

○ $19.28 - Star Track - Standard - [1 business day]

○ $22.47 - Allied Express Overnight - Standard - [1 business day]

○ $23.27 - TNT Overnight Express - Express - [1 business day]

○ $40.49 - TNT - Standard - [1 business day]

6. Once you have selected your desired shipping method, you should then be able to select **"CONTINUE"** and it will take you to the payment screen to complete your order.

7. If you continue to have issues, please send us an email at esales@patrolapart.com.au or call us on 03 9735 9099.

8. Thanks 😊