

DiscUs Shipping Terms Update

Updated: 15 September 2026

For new first-party DiscUs Physical Media Shop orders. This shipping supplement should be read with the DiscUs Terms and Conditions, Shipping Policy and Returns, Refunds and Cancellations Policy. It does not apply retrospectively to earlier orders.

Agreement when placing an order

By placing an order with DiscUs, you agree to the DiscUs Terms and Conditions, this Shipping Policy and the Returns, Refunds and Cancellations Policy, including the delivery restrictions and DiscUs's right to cancel and refund orders as set out in those policies. This does not limit your rights under the Australian Consumer Law.

PO Boxes and collection locations

DiscUs does not send Economy or other untracked mail to PO Boxes, Parcel Lockers, Parcel Collect addresses, HUBBED pickup points, third-party Click & Collect locations or other parcel collection services.

Orders to these locations require Standard delivery with tracking, or another available tracked parcel service that is accepted by the carrier and the collection location. A tracked service does not guarantee that every collection address is supported.

Orders placed with Economy or another untracked delivery service to these locations will be cancelled before dispatch and refunded in full, including any shipping charges paid.

DiscUs's right to cancel before dispatch

DiscUs reserves the right to decline shipment and cancel an order before dispatch where we reasonably determine that it cannot be fulfilled or delivered safely or reliably using the selected service. Reasons may include the delivery location or address, parcel weight or dimensions, packaging requirements, carrier restrictions or service availability, incorrect shipping information or charges, or other reasonable delivery or fulfilment concerns.

If DiscUs cancels an order under this policy, we will notify the customer and provide a full refund of all amounts paid for that order, including shipping charges, to the original payment method. Any alternative delivery arrangement or additional charge requires the customer's agreement. Nothing in this policy limits rights or remedies under the Australian Consumer Law.

Shipping policy: <https://www.disc-us.com.au/shipping>

Returns and cancellations: <https://www.disc-us.com.au/returns>

Contact: support@disc-us.com.au