

The Good Guys Commercial - VICTORIA COVID-19 Update

The Good Guys Commercial continues to operate within the guidelines advised by the relevant State Governments in implementing its COVID-19 Response Plan and serving our customers while keeping you and our staff safe.

Please note that Victoria is currently under Stage 4 restrictions in metropolitan areas and Stage 3 restrictions in Regional areas. In alignment with Stage 4 government restrictions, metropolitan Melbourne The Good Guys stores will be closed from Thursday, August 6 until restrictions are eased and we are permitted to re-open.

Victorian customers should select our direct contactless delivery options or contact us on 1300 225 564 to discuss order fulfilment options.

Shop Online

You can continue to shop our online shopping portal thegoodguyscommercial.com.au 24/7.

Shop via phone

You can chat with one of our team on 1300 225 564 who can help you out with purchase over the phone. Our Solutions team is available Monday - Friday, 8:45 am - 5 pm.

Delivery

Depending on your needs, you can choose from our express or standard contactless delivery options.

The safety of our customers and team members is our number one priority. Social distancing and hygiene measures such as face masks and hand sanitisation are in place to provide zero contact deliveries.

We will continue to process and deliver your order quickly and safely. Due to the additional care and health precaution measures, it might take a bit longer than usual, so your patience is appreciated.

Urgent Enquiries

For any urgent customer queries, please contact us on 1300 225 564.

General

As a customer of The Good Guys, we are committed to working with you to limit any interruption to the delivery of products and services that includes:

- The Good Guys Commercial Account Managers, Insurance Advisors and Sales Support Team Members will continue to be available via phone & e-mail to provide you with advice and manage your orders.
- If you have any outstanding orders or any installation or repair bookings, then our team will be in touch to advise of the status of these orders/bookings.