



I'm Looking for...

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Frequently Asked Questions

About On Course Golf

What is On Course Golf?

We are Australia's largest Pro Shop network with over 200 PGA Golf Professionals and Golf Clubs around the country. By shopping online or in-store with us, you're tapping into the buying power, expertise and knowledge of our members. We offer the latest product from your favourite golf brands along with club fitting, lessons, fitting days and more.

Where do you deliver to?

We deliver all over Australia.

Can I order from multiple Pro Shops?

Yes but not in one order. You'll also be invited to find and favourite your local Pro Shop.

How much does shipping cost?

Shipping varies depending on what you order and where you're based. You will be quoted a shipping price for each order.

Is there a minimum order amount?

There is no minimum order amount.



Can I place an order over the phone/via email?

You can order via the On Course Golf website or by contacting your local [Pro Shop](#)

What do I do if I have a complaint or query?

Please contact the Pro Shop where you purchased your product. Check your receipt for details or find your nearest [Pro Shop](#).

Returns Policy

You can only return an item once you've physically received it. Simply log in to your account and view your purchase history. Select Return items.

You'll be prompted to select the item you wish to return, the reason for return and any additional notes you want to include.

You'll then be provided with a link to download and print a return label. This label will include the Pro Shop address. Simply take or post the item back to the Pro Shop. If posting, please ensure you track the delivery and get a signature.

For a full copy of our returns policy, click [Here](#).

Click & Collect

Can I pick up my order?

If your seller nominates that click & collect is an option you will be able to choose this at checkout. Alternatively, you will have the option to find other Pro Shops in your area that



You will need to check with the Pro Shop you're ordering from. You can find contact details [Here](#).

What time can I collect my order?

You will need to check with the Pro Shop you're ordering from. You can find contact details [Here](#).

Gift Vouchers

Are gift vouchers digital or physical?

Electronic Gift Vouchers can be purchased on our site [Here](#) and redeemed at any Pro Shop in the On Course Golf network. Physical gift vouchers can be purchased in-store at your local Pro Shop.

When will my gift voucher be sent to me?

Electronic vouchers will be issued immediately after purchase and will take up to 24-hours to activate. If you have not received your voucher within this time please check your spam/ junk folder or contact marketing@oncoursegolf.com.au

How do I redeem a gift voucher?

You can redeem a gift voucher online by entering the voucher code in the "apply coupon" section at check out. Alternatively, you can redeem a voucher in store across our entire network of 200+ Pro Shops. To see where our Pro Shops are located click [Here](#)

How long are gift vouchers valid for?



Can I purchase a voucher?

Contact the Pro Shop you wish to purchase the voucher from.

I have misplaced my gift voucher in my inbox, who do I contact?

Contact the Pro Shop you purchased the voucher from or email us marketing@oncoursegolf.com.au

Can I use multiple vouchers in a single transaction?

If you are purchasing online you can apply one voucher per transaction. This includes any discount codes as the website can only recognise one code at a time. If you would like to use more than one voucher for a single order, we recommend heading into your nearest Pro Shop where our friendly team will be able to assist you.

Where can I check my gift voucher balance?

Head to the bottom of our voucher page by clicking [Here](#) and head to the section at the bottom titled "Check your gift card balance." Enter your voucher details to check the balance.

Can I choose how much the voucher is for?

Of course, this way you can customise your perfect gift. Just enter the value when you add the voucher to the cart.

Can I write a custom message?

Yes, you are able to do this at the checkout.



How do I contact Customer Service?

You can fill out the online form on the [Contact Us](#) page and we will reply to you at the earliest convenience. The Customer Contact Centre business hours are 09:00 am - 05:00 pm Monday to Friday (AEST).

Do I need to set up an account to place an order?

You can shop without creating an account.

However, registering does have some benefits:

- Track your orders and review past purchases
- Request a return or exchange directly from your account
- Add sold out items and products you love to your Wish List
- Receive exclusive promotions
- Save your address and card details so you can shop even quicker next time

Please Emails from us may appear in your junk/spam folder.

I've forgotten my password - what should I do?

To reset your password, follow the 'FORGOTTEN PASSWORD' instructions on the SIGN IN page. Please note, for security reasons we are unable to send your old password via email.



of the item(s). They will only redeliver a certain number of times.

Can I change my order before it's sent out?

If your order has not been dispatched, we're more than happy to assist. Please contact the Pro Shop from where you purchased the item and ask them to update your order.

I have not received an order confirmation

Order confirmations are emailed automatically to the email address provided when processing your order.

It may appear in your junk/spam folder. If you have entered an incorrect email address and have not received our Order Confirmation – please [Contact Us](#) to update your details.

What is a backorder email?

Our website displays if an item is out-of-stock and an approximate lead time for ordering. However, if you're happy to wait for the lead-time, please 'Add to Cart' and proceed to check-out.

Once your order has been processed, a backorder notification will be sent advising an approximate date of dispatch for your out-of-stock items. We can also recommend alternatives if the date does not suit your time-frame.

How can I check if a product is in stock?

Our website should display if an item is out-of-stock and an approximate lead time for ordering.



Is GST included in the online web price?

All our prices are inclusive of GST.

Shipping & Delivery

How can I track my order?

All our prices are inclusive of GST.

If I only placed one order, why am I receiving multiple parcels?

Purchases are shipped from our sellers, therefore if your order contains items from multiple sellers, they will be shipped to you separately, from different locations.

I've received one item, but where's the rest of my order?

Items are shipped by the seller, so if your order comprises of items from multiple sellers, each item will arrive separately. Please check the delivery information provided for each item for full details. If you still have concerns please [Contact Us](#).

DELIVERY & RETURNS

TERMS & CONDITIONS

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☐

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SIGN IN



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