



## Sale Conditions, Claims and Returns Policy

- All goods must be paid in full before shipping / delivery.
  - We do not exchange or refund, so please choose carefully.
- When payment is received, processed and verified your order will be shipped within 7 – 10 working days, depending on product availability. Goods will be shipped according to what has been ordered, e.g. Metal Posters will be shipped by Courier to a street address, other goods will be shipped, by relevant means, depending on total order. Orders can be picked up directly, if prior arrangements are made.
- No returns or cancellations will be recognised if you simply change your mind or make a wrong decision.
  - Claims for faulty goods, shortages or errors in the shipment must be made within seven (7) days of receipt of goods, in writing to the following address: No claim will be accepted after this time.

**surfer 2 surfer** - PO Box 157, Belrose West 2085

- Returned goods will only be accepted in original condition & packaging. Many of the products on this site are handcrafted and painted and may have some imperfections/irregularities or slight variations in colour may occur, which may differ from the pictures/images on our web site.
- No claims will be recognised on the basis of these variations.

### Pricing, Insurance, GST & Deliveries

- All prices quoted on the web page are in Australian Dollars only - AUD\$.
- surfer 2 surfer is not registered for GST and therefore GST is not included in the prices.
- Delivery / Courier / Shipping costs are NOT included.
- Goods are NOT insured against loss or damage in transit to you.
- Deliveries will not be made to Post Office boxes.
- We accept no responsibility if you are not available to take delivery on the day the courier makes the delivery to you (customer) or for delays in freight delivery services.
- We reserve the right to use our own courier delivery service.
- No claims or responsibility will be accepted once you have signed for your goods, it is **your responsibility** (customer) to check the order is correct and in good condition.

### Personal Information

**surfer 2 surfer** acts in accordance with the provisions of the Privacy Act 1988, of New South Wales. We will disclose your personal information, as supplied by you, in order to process & deliver your order and disclose information, such as your delivery address to a delivery service provider. Under no circumstances will your Personal / Private information be passed onto any third party, we may from time to time contact you directly with new product information / promotions or specials relating to our services. *If you are under 18 years of age, you must obtain a parent / guardian's consent before access to the site.*

### Disclaimer

Our web site is updated as often as practical, but information can change quickly. We accept no responsibility or liability arising from inaccuracy or information contained in this site. We do not take any responsibility or provide any guarantees with respect to the availability of any product at any particular time. We do not accept any liability for any interruptions or delays which may occur to this site. We are not liable for any loss incurred from relying on this site, including data download or corruption.

By accessing this site you agree to these terms, conditions and acknowledge reading them.

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