

## **Australian Tapestry Workshop Shipping & Returns Policy**

### **Specific Terms and Conditions for Online Sales**

#### **1.1 PRODUCT DESCRIPTION AND AVAILABILITY**

ATW aims to describe and display its products accurately online. However, to the fullest extent permissible by law, ATW is not liable for inaccurate or out-of-date product descriptions. Please note that the actual colours of products will depend on your computer monitor. ATW gives no guarantee to you of the availability of any particular item advertised on the website and will not be liable to you if any product is out of stock or discontinued at any time.

#### **1.2 PRICING**

Product prices on the website are quoted in Australian dollars and include GST unless stated otherwise, and exclude delivery costs. The quoted price may change expressly from time to time.

#### **1.3 ORDERS**

No contractual relationship for the supply of a product exists between you and ATW until the you have fully paid for the order and ATW has notified you that the order has been accepted by providing an invoice. Orders may not be altered or cancelled without the written consent of ATW. If ATW agrees to alter or cancel the order, you must pay any costs and expenses incurred by ATW in connection with the alteration or cancellation. ATW reserves the right to accept or decline your order at any time and for any reason, or to require you to provide additional information or verification associated with the order.

#### **1.4 DELIVERY**

For shipping to delivery addresses within Australia, ATW uses Australia Post regular parcel service. International delivery is sent via Australia Post Airmail. You will be responsible for the cost of shipping and/or handling and should be aware that where relevant, you will be liable and responsible for any import requirements or restrictions, licences, duties, taxes and/or government charges that may apply. Delivery times on the website are indicative only. As the delivery is done by an external party, ATW cannot be held responsible for any failure to observe those delivery times. It is therefore understood and agreed that you will not be entitled to withdraw or modify the commitment made for any reason, including without limitation, for any delay in delivery. If however delivery has not been effected after 20 days from the indicate delivery date the customer may treat the failure to deliver as a terminating event and may elect in writing to terminate the contract and will receive a full refund. This excludes deliver charges and applies to the price of the product/s only.

#### **1.5 RETURNS**

ATW will accept a return of goods within 10 days of receipt if you are not completely satisfied with the product. If you receive a damaged product, or a product, which does not match the original order, ATW will replace the product and pay the additional delivery charges. The incorrect or damaged product must be returned within 10 days from the receipt of goods.

Contact ATW by email at [contact@austapestry.com.au](mailto:contact@austapestry.com.au) or on Tel: +613 9699 7885 during office hours, Monday to Friday 9am - 5pm (AEST). You will be asked to complete a Returns Authorisation Form, with the online receipt, invoice, and damaged product attached.