

# Terms & Conditions

## 1. Pricing

1.1. All products and pricings are based on the current list price; however, we reserve the right to change prices without notice.

1.2. Unless otherwise specified, all prices shown are quoted in Australian Dollars (AUD).

1.3. Multiple Discount price refers to the price per individual item.

## 2. GST

2.1. Listed prices are displayed including GST or other taxes where applicable.

## 3. Delivery

3.1. Due to freight costs, some orders may incur a delivery charge, and this will vary depending on the order.

3.2. Delivery costs can be confirmed at the time of order.

3.3. Orders are dispatched within 1 to 3 business days depending on stock availability. Shipping times are estimated at between 1 and 10 business days depending on your location.

3.4. In some cases, a \$4 charge for insurance and administration is added to the invoice.

## 4. Returns, Exchanges & Refunds

4.1. Returns and exchanges must be authorised by WA Office Express and are subject to the following conditions:

4.1.1. Returns of stocked items that are incorrectly ordered may be accepted within 7 days from date of delivery.

4.1.2. Returns of non-stocked items (special orders) that are incorrectly ordered may not be accepted. This will be at the discretion of WA Office Express.

4.1.3. Proof of purchase must be provided.

4.1.4. Returned products may incur freight charges and/or re-stocking fees.

4.1.5. Returned products must be of merchantable quality with original packaging, unless the issue relates to faulty product, or the product is under warranty.

4.1.6. Returned products may be subject to manufacturer's warranty conditions. For information and conditions about guarantees and warranties please contact WA Office Express.

4.2. Should you have a major problem with a product, you may be entitled to a replacement or refund as follows:

4.2.1. Replacement products will be of an identical type to the product originally supplied, subject to availability.

4.2.2. Refunds will be the same amount you have already paid, provided in the same form as your original payment.

4.2.3. We may take into account how much time has passed since you bought the product considering the following factors: type of product, how you are likely to use the product, the length of time for which it is reasonable for the product to be used and the amount of use it could reasonably be expected to tolerate before the failure becomes noticeable.

## **5. Payment**

5.1. Payment can be made by cash, cheque, money order, Visa, Mastercard and American Express.

5.2. We also offer 30-day accounts to approved customers.

5.3. For ordering online, we accept the following methods of payment:

5.3.1. Secure credit card transactions with E-Way using Secure Socket Layer technology for VISA and Master Card. A payment is considered complete when the funds have been cleared.

5.4. For offline payments we accept the following methods of payment:

5.4.1. Direct Deposit. A payment is considered complete when the funds have been cleared.

## **6. Order Process**

6.1. Unless previously quoted, you accept that any extra freight charges may be added to your order.

6.2. Once payment has been accepted, your order will be processed within

24 hours and dispatched unless otherwise advised.

6.3. Customers will be notified via email or phone if delays in shipping occur.

6.4. By submitting an order through our website, you warrant that you are capable of entering into a legally binding contract with WA Office Express you are authorised and able to make payment via the method you have selected and the information you have provided is correct.

## **7. Colour Variations**

7.1. Due to limitations of actual viewing conditions, photographic techniques and picture availability, colours represented on the enclosed image profiles are as close as possible to the actual image but may not be an exact representation.

## **8. Items Included**

8.1. All items shown have been included in good faith on the basis that the goods, as described, will be available at the time of inclusion.

8.2. Due to the seasonal nature of some products, they may not be always available.

## **9. Accessories Not Included**

9.1. Any accessories displayed are not included in the advertised price unless otherwise specified.

## **10. Errors**

10.1. Any errors and omissions will be corrected at the point of order.

## **11. Privacy Policy**

11.1. Personal information is considered any information you provide to us either expressly or indirectly from browsing our website.

11.2. Our policy defines the processes and practices we have implemented to ensure your personal information is not mistreated in any way.

11.3. The collection of sensitive personal information is restricted by the provisions of the Privacy Act.

11.4. Such information would only be collected if it applies to the goods or services that we sell.

11.5. The policies implemented apply to the following topics:

11.5.1. Internet Address (IP Address) / Access: We may temporarily store your internet address (IP) and the pages you access and a timestamp of when you accessed them to monitor user traffic through its website. We intend to use this data collected to generate statistics that aid us to deliver better web content services to our users. We promise not to distribute collected user information to any third party unless required by applicable government legislation.

11.5.2. Cookies: When you arrive at our website, we may issue you a per-session cookie. If your browser receives an alternate type of cookie, please report the incident to us at [webmaster@officebrands.com.au](mailto:webmaster@officebrands.com.au) and we will investigate the matter. We will issue your web browser a per-session cookie for the purposes of tracking user sessions when you login to our online ordering system. Per-session cookies embed a small amount of data (usually a session identifier) during a browsing session and expire when you exit the browser. Cookies are strictly intended to store information pertaining to a user's session. Although unlikely, we will condemn any party that intercepts or distributes malicious content via its cookies. If you experience unusual activity whilst browsing our website, please report the incident to us at [webmaster@officebrands.com.au](mailto:webmaster@officebrands.com.au) and we will investigate the matter.

11.5.3. Personal Data: When you submit personal information to us by filling out any online enquiry forms or emails, the requests are directly sent to our personnel. All personal information received is retained for us to fulfil the request being made. Unless required by applicable government legislation, we require your express permission to disclose your information to a third party. Personal information may be securely retained for reference purposes and properly destroyed thereafter.

11.5.4. Email: In some parts of the website, we will ask you for personal information, including your email address. Your email address will only be used for the purposes stated and will not be disclosed beyond us without your express permission. We may contact you through your nominated email address. Unless prior consent is given, we will not use your email address for anything other than to satisfy the purposes for which it was disclosed. We promise not to distribute your email address to any other parties without prior consent from you.

11.5.5. Network Usage: Network data traffic to and from our web servers will be monitored at all times. If excess data traffic is detected, we reserve the right to cancel any or all user requests. We may log its data traffic and source IP addresses of any internet request. Such information would be protected and only disclosed to authorities or law enforcement bodies with a successful warrant application.

11.5.6. AdWords Remarketing: This website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who have not completed a task on our site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to this website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy. You can set preferences for how Google advertises to you using the Google Ad Preferences page

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