

# Conditions of Use

- Ozpig strive to provide produce of the highest quality and will attempt to keep our stocks at levels to satisfy demand.
- Ozpig will endeavour to ensure all information provided on our website is true and correct, and to the best of our knowledge, it is. Ozpig and our employees do not however, make any guarantee as to the accuracy or completeness of the information.
- Ozpig will take all reasonable steps to ensure delivery of our goods in a timely and efficient manner. Currently all items are sent via Australia Post " eParcel system" All items sent have their own unique tracking number  
Note: When placing your order please choose a suitable shipping address as someone will need to be at the shipping address provided during business hours. Any attempted delivery with no one to sign will result with a card being left with instructions for you to pick up the parcel at your nearest local Australian Post Office
- Ozpig cannot accept any responsibility for our products once they have left the premises. We do not provide insurance for goods in transit and take no responsibility for products damaged, broken or lost in transit, but will provide all reasonable assistance in recovering products lost in transit
- We must receive payment in full before orders are dispatched. Payment is not regarded as having been received until our bank has confirmed receipt of cleared funds to our account.
- To the extent permitted by law, you release Ozpig from any and all liability for damage or loss of any kind which may result from your order or the delivery or non-delivery of the goods. Otherwise, where the law so permits, our liability shall be limited to the replacement, or the cost of

replacement, of the goods supplied to you.

- We are unable to specify a delivery time. Deliveries usually will be made Monday – Friday between 9.00am and 5.00pm. Deliveries are not made on weekends or public holidays.
- Please double-check all delivery details that you enter. Incorrect delivery information may result in a delay in delivery or a failure to deliver. We may also have to charge an additional delivery fee should the package have to be re-sent.
- While every effort will be made to ensure delivery within the specified timeframes, there is no way for us to guarantee delivery by a certain date should unforeseen circumstances result in late delivery. We will not be liable where such circumstances result in a delay in delivery, or failure to deliver, including that the order may not be cancelled.
- We are unable to accept a cancellation of an order after the order has been sent.
- We assume all deliveries have been received unless we are contacted by the customer. When we become aware of a non-delivery, we will immediately contact the delivery company and follow up on the order to ensure delivery is made as soon as possible.

#### Privacy Policy

We only collect the minimum amount of information required to ensure a trouble-free online purchasing experience. When you submit an order enquiry with us, you will be prompted to supply information that enables us to deliver the correct products to the correct address.

Ozp iDOES NOT rent or resell customer information under any circumstances.

#### WE WILL NOT:

- Sell, rent or otherwise disclose personal information collected about members
- Sell or rent member email addresses
- Provide 3rd parties with access to our member database
- Store financial details (such as credit card information) online.

WE MAY:

- Use this information to occasionally notify you about new products and services we believe you are interested in.
- Use this information to design new features, or improve our Web site
- We may in the future contain links to third party sites.. These linked sites are not under our control. We are not responsible for the privacy practices of those links

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## Delivery Information

### Delivery Timelines

|                       |                       |
|-----------------------|-----------------------|
| Brisbane Metro Areas  | 1 – 3 working days    |
| Queensland intrastate | 3 – 5 working days    |
| Interstate            | 5 - 10 working days ♦ |

*While every attempt will be made to deliver on time, this will depend on when your order is received. If you desire a specific day - we will do everything in our power to accommodate your request.*

*♦ Delivery will depend on where in Australia the package is being delivered.*

*Goods are sent via Australian Post "eParcel" Each unit sent has its own unique tracking number*

### Delivery during the Christmas Period (December)

- To ensure you are not disappointed, please allow extra time for delivery when placing your order.

- We cannot guarantee delivery prior to Christmas if orders are received after December 15, 2009.
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- We are unable to specify a delivery time. Deliveries usually will be made Monday – Friday between 9.00am and 5.30pm. Deliveries are not made on weekends or public holidays.
- Please double-check all delivery details that you enter. Incorrect delivery information may result in a delay in delivery or a failure to deliver. We may also have to charge an additional delivery fee should the package have to be re-sent. We reserve the right to charge this additional delivery cost to your credit card account, should this situation occur. We will contact you before so doing.
- While every effort will be made to ensure delivery within the specified timeframes, there is no way for us to guarantee delivery by a certain date should unforeseen circumstances result in late delivery. We will not be liable where such circumstances result in a delay in delivery, or failure to deliver, including that the order may not be cancelled.
- We are unable to accept a cancellation of an order after the order has been sent.
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#### **Returns and Refunds**

We at Ozpig are very keen to provide to our customers a quality product – should a product be faulty please contact us at your earliest opportunity so that we can if possible resolve the problem – if not a replacement may be sent. All returns and refunds are at the discretion of the Director, Allan Shepherd

