

## **EdSource Australia - Terms and Conditions**

### **Ordering Method**

EdSource Australia offers on-line purchasing, phone, fax or email.

### **Delivery**

Orders are dispatched within 2-3 working days of Order Confirmation. If any orders cannot be fulfilled from your order, we will contact you via your order (a note attached on invoice) or email and place item on backorder.

### **Shipping within Australia**

Online orders for delivery within Australia are mailed via Australia Post - Express Post and arrive within 5 - 7 working days from dispatch. The freight charge is calculated by the Australia Post Delivery Rate Calculator and is clear to you at the time of purchase. We record all con note tracking numbers in our system against your order.

### **Delivery**

Delivery times provided by EdSource Australia Pty Ltd are estimates only and will not be held accountable for late deliveries or loss or damage relating to late deliveries.

In the event that multiple items are ordered and stock is not available part deliveries may be made. EdSource Australia Pty Ltd will make all reasonable effort to contact the customer using the details provided. EdSource Australia Pty Ltd is not liable for incorrect deliveries as a result of an incorrectly entered delivery address.

### **Acceptance of the goods**

The customer is responsible for inspecting the goods for fault or damage and must notify us immediately. Goods may be returned for an exchange if the product is damaged providing the product has not been used. Please see Return or Exchange Policy for more information.

### **Pricing**

EdSource Australia Pty Ltd reserves the right to change prices without notice. All orders are in Australian Dollars (AUD).

### **On-Line Store Return or Exchange Policy**

You are welcome to exchange items purchased online at a EdSource Australia store with 7 days of purchase providing you have your invoice/order confirmation and items are have not been used or removed from sealed packaging and in their original condition.

[To exchange through letterland.com.au](http://letterland.com.au)

Email [sales@edsource.com.au](mailto:sales@edsource.com.au) with: Your name, contact details and invoice number & details of the preferred replacement item/s (Item name and code)

This will enable us to advise if we can assist before the product is returned. You will receive a response within 48 hours (working days).  
Replacement items must be selected from the current range available online at [www.letterland.com.au](http://www.letterland.com.au)

Refunds are not accepted if you simply change your mind, the item is no longer suitable or there is a delay in delivery. However we will gladly exchange the item for you, if returned within 14 days from the original invoice date for all Australian shipped orders and 4 weeks for all International orders.

We do not accept returns or exchanges on promotional or sale items.

Goods may be returned for an exchange if the product is damaged only.

Refunds will only be applied if the product is deemed faulty. EdSource Australia reserves the right to determine whether a product is faulty and if deemed so a replacement will be shipped where possible subject to stock.

Please be advised that all postage and handling costs will be incurred by the purchaser. EdSource Australia does not take any responsibility for returns lost in transit.

*REFUNDS AND RETURNS ARE NOT AVAILABLE ON FREE PROMOTIONAL ITEMS OR SALE ITEMS*

### **Damaged or Faulty Goods**

Faulty Claims will be reviewed and a response received within 48 hours of the products arrival at the EdSource Australia Head Office.

### **Order Cancellations**

All order cancellations are to be emailed to [sales@edsource.com.au](mailto:sales@edsource.com.au) within 1 hour of online, phoned or faxed order. If items have been shipped, EdSource Australia reserves the right to refuse an order cancellation or charge a cancellation fee should we be able to request the return of the package from our delivery service.

### **Typographical Errors**

In the event that an item is listed at an incorrect price or with incorrect information, EdSource Australia Pty Ltd reserves the right to refuse and cancel any orders for that item.

EdSource Australia Pty Ltd will make all reasonable effort to contact the customer using the details provided and all received monies will be refunded using the method received.

### **Our postal address for orders and other correspondence is:**

EdSource Australia p/l  
PO BOX 1692  
Buddina QLD 4575  
AUSTRALIA