

# ACTIVE BOWLS ORDERING/SHIPPING/RETURNS POLICY

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## ORDERING

### Online Secure Ordering

Active Bowls offers a secure and efficient way of processing your personal details over the Internet utilising the latest in SSL (Secure Sockets Layer) technology. You will need your credit card details on hand to complete your order.

Once you have submitted your order, you will be presented with an onscreen summary of your order and personal details. You should then receive e-mail confirmation of your order within 30 minutes. If you do not receive this confirmation, please contact Active Bowls direct to confirm your order on: (02) 9892 4333 opening hours Monday-Friday 9am to 4pm (EST) and Sat 9am – 12 noon.

### Direct Telephone Order

If you would like to order your product via telephone, you can contact us directly on (02) 9892 4333. The opening hours are Monday - Friday 9am - 4pm (EST) and Sat 9am – 12 noon.

Active Bowls accepts orders for delivery in Australia only.

### Payment Information

Active Bowls has a minimum purchase value of \$30 (excluding any postage/shipping charges). Any transaction under \$30 cannot be processed.

All payments can only be made in Australian Dollars. Active Bowls only accepts payments by Mastercard and Visa. Note: When your order is placed, your card is not debited until we actually process your order. In some cases this can take up to 5 days.

Personal/Bank cheques, Active Bowls gift vouchers and Cash are NOT accepted for payment.

## SHIPPING

### Delivery

All orders are delivered by Australia Post and take around 8-10 working days to be delivered within Australia.

### Costs

All orders incur a postage and handling fee when ordered within Australia. Please see the table below:

State	Weight	Cost
ACT, New South Wales	<10kg	\$15
	≥10kg	\$35
All other states and territories	<10kg	\$25
	≥10kg	\$35

As an example a set of bowls weighs 7kg.

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## **RETURNS/REFUNDS/EXCHANGES**

Active Bowls will only accept return of product in certain circumstances.

- With any product that you want to return, Active Bowls reserves the right to assess the condition and age of all returned goods.
- This may result in the goods NOT being accepted for Return, Repair, Refund, Credit Note or Exchange.
- Active Bowls will only refund return postage at the rate in the shipping costs table above, in the event the returned product(s) is faulty, not fit for the intended purpose or does not fit the

## **Change of mind returns**

If you wish to return an item because you have changed your mind about your purchase, Active Bowls may offer you an exchange or refund provided that:

- You return the item within 28 days of purchase;
- You produce your original Active Bowls register receipt at the time you return the item
- The item is in resaleable condition including that:
  - It is in its original packaging, including leaflets and all accessories;
  - It is unworn, unopened, unused and in its original condition;
  - Any sew-in labels are still attached; and
- The product is not one on which a change of mind return is not available (see below).

If these requirements are not satisfied Active Bowls reserves the right not to offer an exchange or refund for change of mind returns.

In this event Active Bowls will not reimburse you for postage.

## **Goods on which a change of mind return is not available:**

Active Bowls will not accept the return of items from the following categories under the change of mind returns policy under any circumstances:

- Sunscreen/Lip Balm
- DVD
- Cosmetics including nail files

These products can still be returned if they are faulty, not fit for purpose or do not match the sample or description.

In this event Active Bowls will not reimburse you for postage.

## **Other returns**

Active Bowls will accept product returns and provide you with an exchange, refund or repair where:

- The product is returned within the relevant manufacturer's warranty period.
- The product is faulty or is not of merchantable quality, or
- The product is not fit for its intended purpose, or

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- The product does not match the description; and

**You can present your Active Bowls receipt or other adequate proof of purchase.**

In this event the cost of postage will be refunded as per the shipping costs table above.

If you cannot present your Active Bowls register receipt or other acceptable proof of purchase Active Bowls reserves the right not to offer a refund or exchange.

Where you seek a refund for any item that was purchased as part of an offer (free item with purchase), promotion or clearance stock, Active Bowls may refund the price in accordance with offer eligibility. No refund will be given on free items and any refund amount may be recalculated if your return results in offer eligibility criteria no longer being met.

### **Active Bowls reserves the right to:**

Assess the condition and age of returned goods prior to offering a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

#### **Please note:**

**Your original Active Bowls register receipt is the best form of proof of purchase**

**Refunds will be issued using your original payment method**

**Refunds will not be provided for the purchase of gift vouchers. Gift vouchers are not redeemable for cash.**

**Refunded postage will be at the applicable rate in the shipping costs table above.**

### **Returns:**

Return unused, unwanted or unworn goods by mail at your cost to:  
Active Bowls, Unit 2, 575 Woodville Rd, Guildford, Sydney, NSW 2161

Alternatively, orders may be returned to Active Bowls at Unit 2, 575 Woodville Rd, Guildford, Sydney, NSW 2161 during business hours of 9am -4pm Mon to Fri and 9.00am to noon Sat.