

















OUR TERMS & CONDITIONS

-  **PAYMENT OPTIONS:** PayPal, Credit/Debit Card (processes by PayPal), Bank Deposit
-  **STRICTLY 2 working days (48 hours) for payment to be received if Bank Deposit is selected. If payment is not received, order may be cancelled without notification and item returned to stock for sale**
-  **Payment in full is required before your order will be dispatched or delivered**
-  **We do not refund due to change of mind or incorrect choice. Cancellation of order will only be accepted before any product/s have been shipped and will incur a fee of \$3.95. This fee will be deducted from the refund amount and the balance paid via the payment method used in the original transaction.**
-  **Exchange** on incorrect size/colour ordered etc. are permitted under the following conditions; a) We must receive notification within 7 days of customer receiving order **and** b) return post is at buyer's expense **and** c) Item must be received no later than 14 days of notification date **and**, d) item must be in original condition as received. *Note: Soiled/worn items will be returned via COD and exchange declined.
-  **Faulty Items:** if within the first 30 days or specified warranty period your item stops working, including installed battery going flat, breaks, or becomes inoperable, please notify as soon as possible via email or contact form. ---- After the faulty product has been returned to us we will examine and if we agree the item is defective, we will replace the item in the first instance and refund postage costs (provided a copy of receipt is provided), if the exact or comparable item is not available you will be offered a choice of a store credit or full refund. If outside these time-frames, the of the amount of time is determined by reasonable expectations as described under [Australian Consumer Laws \(ACL\)](#)
-  **Postage & handling** is payable by the customer and must be paid when confirming your order. We will, in the first instance utilise the services of Australia Post where possible or obtain courier services where this is unavailable, due to size or weight restrictions. Unless it states otherwise, our shipping prices includes delivery Australia wide where postal services are available.
-  The customer is deemed to agree to the postage and handling costs once the order has been paid.
-  Options are provided for customer to upgrade delivery at their own cost for tracking option (500g or less sent via these Australia Post [conditions](#)) or [Express delivery](#) where not included.
-  All orders are posted within 3 - 5 working days from payment received or completion of specialist service (i.e. engraving). For affiliated products that are shipped directly from the manufacturer we hold no responsibility for any delays in their shipping services.
-  NO local pick-ups available unless scheduled prior
-  **Pre-Delivery or Special Orders** requires full payment to confirm order.
-  Where cancellation of order is requested before being shipped or delivered, a cancellation fee of \$3.95 per order is payable.
-  Please ensure your details are correct so you receive notifications, no responsibility will be accepted if you provide incorrect details or fail to notify us of any errors or changes and you do not receive notification.
-  Normal exchange and warranty guidelines will apply to the product purchased once received.
-  You agree that a surcharge of \$5.00 for customised items may be payable by yourself for orders and will be charged at our discretion where the items must be sourced specifically to meet with the request.



Pet Protector Hunter Valley

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