

SHOP TERMS AND CONDITIONS

Ordering / Payment

Items can be ordered on-line via our website, over the phone or in person. Please contact our office before sending a payment as prices may have changed since your latest catalogue had been printed. Payment is required before receipt of products and may be made by PayPal, direct deposit, credit card, cheque, money order or in person with cash.

Postage

We endeavour at all times to keep postage and handling rates to a minimum. All parcels over the value \$50 are sent Signature on Delivery.

Discounts

A 20% Discount is also available to a current QBA Member. Members also receive a discount of 50% for one White Cane every 12 months from first date of purchase and any further cane purchases within the same 12 months will be discounted by 20%. Please contact our office with any enquiries for prices and availability & postage.

Guarantees

Manufacturer's guarantees will be honoured by Queensland Blind Association. We will return the defective merchandise to the manufacturer for replacement and or repair. We do not offer a guarantee other than that supplied by the manufacturer.

There are also exceptions where the guarantee does not apply and these include batteries, light bulbs, watch straps; faults due to fair wear and tear; deliberate damage; negligence, abnormal working conditions; where the product instructions are not followed; where the product has been altered or repaired without our permission; or where you have given us incorrect or misleading information on its use.

Returns

We will accept return of faulty products within 14 days of purchase. To be eligible for a refund or credit the instructions below must be followed: -

- Where you believe a product is faulty, it may be necessary for us to send your purchase to the manufacturer or their service agent for it to be assessed within a reasonable amount of time. If there is a failure with the product, you may choose a refund, exchange or repair.
- Please supply proof of purchase, invoice or receipt.
- Include manufactures box, instructions and other documents that came with the product.
- If returning a product by mail, ensure that it is safely packaged and that the postage and insurance are paid. All products are returned to us at your own risk and cost and you are therefore strongly advised to get proof of postage.
- Once we receive the goods, within the guarantee period, we will assess the fault and make a decision on the action to be taken. This may include repair, replacement, refund or return to you if no fault is found.
- Upon confirmation that the goods are faulty we will reimburse the cost of returning the item. Refunds will be given using your original payment method.
- Items that are purchased via a funded sale (NDIS. National Disability Insurance Scheme or MAC. My Aged Care, etc) cannot be returned unless faulty.

Returns exceptions

- For hygiene and safety reasons, you cannot return, unless faulty, kitchen and medical products. (Where this applies it is indicated on our online product page).
- Sale items are non-returnable.

If you require any further information regarding any of the items in the catalogue, please do not hesitate to contact our office.