

## message australia terms & conditions

### damaged goods

Message Australia endeavours to package all items to prevent damage through carrier handling. From time to time damage may occur. You must notify us within 24 hours of receipt of goods if damage has occurred. Please note Australia Post do not insure you or us against breakage or loss.

However, in the interest of customer loyalty we will replace the item or refund the cost of the damaged goods if you notify use within 24 hours and return the damaged goods to our warehouse. The refund will not include delivery charges.

### back orders

If your order includes an item that is not currently in stock, you will be notified at the time of order and the item will be forwarded separately within 10 business days. Out of stock items will be forwarded by ordinary mail/parcel post. Where the delay is anticipated to be longer than 10 business days, you will be given the option to wait or receive a refund for that item.

### international orders

The correct amount for shipping and handling of international items is based on weight and freight options. For the purpose of ease, all international orders will be forwarded using Australia Post Economy Air. We will not accept liability for lost international shipments. Customers can request insurance through Australia Post.

### payment

When an order is made online with Message Australia you are required provide credit card details to initiate the order process. The shipping costs are calculated at checkout based on the order weight.

## consumer information

### PRIVACY

Your information is kept under a secure database and will not be given or sold to anyone. Upon registration, you will be automatically added to our mailing list, which you may unsubscribe at any time. For more information see our Privacy Policy.

### MAILING LIST

Mailing lists are not used outside of Message Australia. Customers may periodically receive electronic information about sales and specials from Message Australia.

### repairs

All items are checked for condition and quality when they are packed for each order. Faulty items may be repaired or replaced at the manufacturers discretion. If you have received a faulty item please contact Message Australia Accounts on +61 (02) 4883 9500.

### returns

See Shipping and Returns.