

## The Gift Section T&C's

### Turn Around Times:

Please understand all our items are handmade and made to order.

For personalised orders, our current turn-around time is **4-6 BUSINESS days**.

Larger orders may require additional time.

For any products that are listed as a part of our **Ready To Go Gifting Range**, enjoy a shorter turnaround time of 24 - 48 hours from time of order. However, if your order has a mix of Ready To Go Gifting and our Personalised range, your turn around time will be 4-6 business days.

If your order is urgent we do recommend you contact us prior to placing your order. Currently we only ship within Australia.

**PLEASE NOTE: Our processing times do not include postage delivery times.**

**Australia Post shipping times may vary. Please keep this in mind when ordering.**

If you have any questions, please use our **Contact** us form or reach out via our social media.

### Shipping and Local Pickup:

For customers using our **Shipping** option, you will receive a confirmation email with your tracking number once your order has been lodged at our local Australia Post Branch.

For those wishing to **Pick Up** from our Heathmont location, you will be contacted via email to book in a pickup day and time.

You will only receive this email once your order is completed and ready for collection.

**Our business hours are**

**Monday to Friday 9am-5pm**

**Saturday and Sunday are by appointment only**

### Product Care:

All of our items are designed, handmade and curated by our inhouse team.

Our aim is to create beautiful gifts and hampers that my customers love to purchase that are practical, unique and most of all affordable.

Where applicable, some of our items will come with care instructions, so you can better care for them.

Typically, our business hours are Monday to Friday 9am til 5pm.

If you require an urgent order, it is always best to contact us **BEFORE** you place your order.

## Ordering & Payment

- (a) For all Orders via the Website:
- (i) The Gift Section requires payment in full for the Goods prior to shipping; and
  - (ii) payment will only be accepted electronically, using the payment methods available on the Website.
- (b) You understand that personal information (not including credit card information), may be transferred unencrypted and involve:
- (i) transmissions over various networks; and
  - (ii) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.
- (c) The Buyer agrees to provide current, complete and accurate purchase and account information for all Orders submitted to The Gift Section. You agree to promptly update account and other information which may have changed, including email address, telephone number and credit card numbers/expiration dates, so that The Gift Section can process Orders effectively and contact You in relation to your Order, if required.
- (d) The Gift Section reserves the right to limit or prohibit orders that, in The Gift Section's sole judgment, appear to be placed by dealers, resellers or distributors. Wholesale or retail resellers are encouraged to contact The Gift Section directly in order to become an Account Holder.
- (e) For Account Holders, payment in full is required in full as indicated by the due date nominated on the Invoice unless otherwise agreed in writing.
- (f) If an Account Holder fails to make payment of any amount on the due date for payment, the Account Holder Buyer must pay to The Gift Section:
- (i) interest on the full amount outstanding at the rate equal to 4% higher than the penalty interest rate fixed by the Attorney-General of Victoria pursuant to s2(1) of the Penalty Interest Rate Act 1983 (Vic), calculated monthly for the period from the due date until payment is received; and
  - (ii) any reasonable administration costs incurred by The Gift Section associated with or incidental to the failure to make payment including but not limited to one-off charges of \$25 for the issuing of financial statements, payment reminders and debtor telephone calls.
- (g) If notice of outstanding amounts has been given to the Account Holder Buyer and, notwithstanding the notice, the Buyer fails to pay any amount due to The Gift Section, The Gift Section will be at liberty to suspend the supply of Goods until such time as outstanding amounts have been paid in full.
- (h) The Buyer must reimburse The Gift Section for the full amount of any bank or other fees associated with any dishonoured payments or cheques and hereby indemnifies The Gift Section against any legal, debt recovery or other expense associated with any action by The Gift Section to recover money from the Buyer.
- (i) The Buyer may not withhold, make deductions from, or set-off payment of any monies due to The Gift Section for any reason.

### **Refund, Exchange and Shipping Policy:**

Unfortunately we do not offer refunds, store credits or returns on any of our products if you change your mind.

Due to the nature of our items being personalised and made to order, payment is required in full before your order can be processed. Once orders are placed, items and designs cannot be changed, refunded, or exchanged.

We ship all our orders via Australia Post (Tracked postage only). We take sending your products seriously and we pack your items with care. However, we do not take responsibility for lost or broken items sent via Australia Post and all inquiries should be directed to an Australia Post branch or lodged via their website. Once your item(s) have been sent, you will be provided with your tracking number. We appreciate your understanding.

### **Depictions, product imagery**

The Buyer acknowledges and agrees that:

(a) all depictions, drawings, photos, product imagery provided by The Gift Section are approximate only and any deviation from any of these things does not vitiate any contract with The Gift Section or form grounds for any claim against The Gift Section;

(b) the photos and illustrations contained in catalogues, price lists, the Website and other advertising matter are not intended to form part of the contract of sale of the Goods or of the description applied to the Goods; and

(c) the Buyer acknowledges they have IP rights to any artwork provided to The Gift Section for orders of Personalised Goods.

### **Contact Us:**

If you would like to get in touch with us directly, please use our contact form or email: [connect@thegiftsection.com.au](mailto:connect@thegiftsection.com.au)

You can also chat with us via Facebook and Instagram @thegiftsection