



**Global  
Giftware  
Pty Ltd**

## **CLAIMS & RETURNS POLICY**

We do not exchange or refund so please choose carefully.

All goods must be paid for in full before they will be shipped.

After payment is received, processed & approved, goods will be shipped within 7-10 working days.

(Unless The Express Post Service is requested)

No returns or cancellations will be recognized if you simply change your mind or make a wrong decision.

Claims for faulty goods, shortages or errors in shipment must be made within

(7) days of receipt of goods in writing to the following address:

### **Global Giftware Pty Ltd**

P.O Box 36

Balmain 2041

NSW Sydney

No claim will be accepted after that time. Before any return for damaged or incorrect stock can be accepted, arrangements must be made with our office for a credit authorization number. No credit will be issued without prior authorisation.

Returned goods will only be accepted in original condition & packaging.

Most of our products are hand crafted or hand painted & thus some imperfections/irregularities or slight variations may occur. No claims will be recognized on the basis of these variations.

Deliveries will NOT be made to Post Office Box addresses.

We accept no responsibility for delays in freight delivery services.

We reserve the right to use our own courier delivery services.

Your goods are insured against loss or damage whilst in transit to you.

When your goods are delivered, a signature will be required from you by the courier carrier to say that they have been received by you & **in good order.**

We **DO NOT** accept responsibility once you have signed for your goods.

No claims for breakages will be accepted once your signature has been obtained.

It is **YOUR RESPONSIBILITY** to check your goods on delivery **BEFORE** signing for them.

Once your signature has been obtained the goods are deemed your responsibility & insurance from Global Giftware Pty Ltd immediately ceases

We take no responsibility for slight colour variations which may occasionally occur between the picture on the webpage & the actual product. No claims will be recognised on this basis.

As per the provisions of the Privacy Act 1988, Global Giftware Pty Ltd will always act in accordance with the Privacy Laws of New South Wales when processing your personal information in order to process your payment details.

All prices quoted on the webpage are in Australian Dollars only AUD\$

Advertised prices do not include GST, postage, insurance, or packaging & handling costs

### **USE OF PERSONAL INFORMATION**

**We will use personal information as supplied by you to process & deliver your order.**

**We will disclose personal information such as your delivery address to a delivery service Provider (i.e. a courier)**

If you are under 18 years of age, you must obtain a parent/guardian's consent before access to the site.

### **DISCLAIMER**

We update the global giftware website as often as is practical but information can change rapidly. We accept no responsibility or liability arising from inaccuracy or omission in information contained on this site.

We do not take responsibility or provide any guarantees with respect to availability of any particular product at any particular time.

We do not accept any liability for any interruptions or delays which may occur to this site.

We are not liable for any loss incurred from relying on this site including from data corruption or download.

By accessing this site you agree to these terms & acknowledge reading them.

**Phone: (02) 9555 8824**

**Fax: (02) 9555 8433**

**[www.globalgiftware.com.au](http://www.globalgiftware.com.au)**