

# TERMS OF SALE

## SHIPPING

### HOW DO WE SHIP YOUR ITEMS?

Currently, all our products are delivered digitally to your provided email address in a PDF format. Our Site may list products from time to time which can be purchased and delivered to your provided postal address (**Physical Products**). In the event that Physical Products are offered on our Site, these Terms will be updated accordingly in line with our Terms of Use available at <https://hunintervalleyscenicflights.com.au/terms-of-use/>

### SHIPPING RATES (INACTIVE)

Domestic regular orders have a \$[INSERT] shipping fee and will take 3-7 days to be delivered\*

Domestic regular orders over \$[INSERT] will receive free shipping!

Domestic express orders have an \$[INSERT] shipping fee and will take 1-2 days to be delivered depending on the delivery location.\*

International orders have a \$[INSERT] shipping fee. Delivery time will vary depending on the delivery location and customs process. [NOTE: ADDITIONAL CLAUSE WILL NEED TO BE INCLUDED TO REGULATE INTERNATIONAL RETURN IF YOU CHOOSE TO SELL INTERNATIONALLY]

\*Delivery times can vary if there is a disruption with the mail service

## RETURNS

### CAN YOU RETURN AN ITEM? (INACTIVE)

We have a general [INSERT] day returns policy.

If your product is faulty or damaged we will replace it for an identical product or one of the same value.

We cannot refund a product if you change your mind.

### WHAT ABOUT GIFT CERTIFICATES?

Our gift certificates expire 3 years from the date of purchase and are a final purchase which cannot be refunded for monetary value.

### HOW CAN YOU RETURN AN ITEM? (INACTIVE)

Please send us an email at [INSERT] including the following details:

- Your full name;
- Phone number;
- Original invoice if possible;
- Order number;
- Reason why you're returning the product; and
- How you would like the refund to be issued.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5-7 working days. (Time required for the funds to be available in your account will vary depending on banking institution).

#### **CAN YOU RETURN SALE ITEMS? (INACTIVE)**

We cannot provide refunds for sale items. If you require more information to this regard, please email use at [admin@huntervalleyscenicflights.com.au](mailto:admin@huntervalleyscenicflights.com.au).

#### **WHAT HAPPENS TO RETURNED ITEMS? (INACTIVE)**

When you return an item it will be assessed to determine any fault or damage. It will then either be sent to the manufacturer to be repaired and returned to you or we will send you a replacement or refund your purchase.

#### **CONTRACT US**

Feel free to contact us if you have any questions.

Tel: 0499 634 141

Email: [admin@huntervalleyscenicflights.com.au](mailto:admin@huntervalleyscenicflights.com.au)