

## **TROUBLESHOOTING:**

### **What if I don't have enough funds in my account?**

- It is the cardholders responsibility to ensure they have sufficient funds in the account prior to the scheduled date for payment;
- The Australian Network for Plant Conservation Inc. will send a notice to indicate the transaction was not complete;
- Publications will not be released until payment is received – please contact:

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| Australian Network for Plant Conservation<br>GPO Box 1777<br>Canberra ACT 2601<br>Australia | Ph: +61 (0)2 6250 9509<br>Fax: +61 (0)2 6250 9599<br><a href="#">Email</a> |
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### **How do I receive money back if my payment is duplicated?**

- A payment is only duplicated if you have completed your payment in addition to the direct debit form being supplied to the Australian Network for Plant Conservation Inc.
- You may contact the Australian Network for Plant Conservation Inc directly and request a refund in writing
- Additional information can be found in the General Terms section under Prices, shipping, delivery and returns.

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- If we are unable to resolve your matter, we encourage you to contact your financial institution to obtain the details from the disputed transaction to lodge a claim on your behalf.

## **GENERAL TERMS AND CONDITIONS:**

### ***Prices, shipping, delivery and returns:***

#### Prices

Prices are quoted in Australian dollars for membership, donations, bequests, book and CD products.

Total amount payable includes GST.

#### Shipping

Standard shipping prices are indicated at time of purchase and cover all postage and handling costs per order. International orders are sent by airmail (standard).

#### Delivery

Orders are normally processed and despatched from the ANPC Canberra office within five working days.

- Australian orders are sent by standard post
- Delivery location may take up to 10 working days after despatch to arrive
- International orders are sent by airmail (standard)
- Normal delivery time may vary between 7-14 days (estimate) after despatch, depending on your location

## Returns

Prior authorisation is required from the Australian Network for Plant Conservation inc. Customers are required to address the following conditions in their application:

- you must contact our office to discuss your return
- Your written notification for missing, or damaged goods must be returned to our office within 14 days
- Goods must be returned within 14 days, in original packaging for inspection
- A copy of your tax invoice/receipt must be enclosed with the product
- Authorised refunds are granted less AU\$10.00 administration fee
- Goods which are faulty or incorrectly supplied will not attract the administration fee
- Goods may not be exchanged with another product
  
- *The Australian Network for Plant Conservation Inc. only accepts Visa or MasterCard with this service;*
- *It is the cardholder's responsibility to advise the Australian Network for Plant Conservation Inc. if their card has expired;*
- *Where funds are not available on your credit card, you will be contacted to arrange an alternative form of payment;*
- *Bank transaction fees and government taxes may apply.*

### **Privacy Policy**

*The information we collect from you will be used to set up your direct debit account. This information will be stored on the eWAY platform to enable direct payments from your account to the Bendigo Bank account held by the Australian Network for Plant Conservation Inc. Payment details will be held securely and not given to any third party without your written consent. Should you have any questions regarding eWAY's security measures, please visit the eWAY site. Alternatively please contact our office for more information:*

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