

FNB4WD Supplies Online Shop Policies

For Ease of reading, this document has been broken down into segments:

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- > Pricing & Purchasing
- > Payment Methods
- > Invoices & Receipts
- > Shipping & Freight
- > Returns & Warranties
- > Our Guarantee
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> Our Business Details

Company Name:	Amazing Oz Pty Ltd
Trading Name:	FNB4WD Supplies
Business Address:	18 Simper Crescent Mount Barker SA 5251
Phone:	(08) 8391 4594
Fax:	(08) 8391 4595
E-mail:	Enquiries: mymates@fnb4wd.com.au Technical: workshop@fnb4wd.com.au
ABN:	97 513 612 923

> Pricing & Purchasing

- Pricing shown within the online shop is accurate at the time the product was placed there, and is subject to change without notice.

- Once the transaction has been completed using the online checkout, the sale is deemed as "completed awaiting shipment", and you are committed to purchasing the invoiced product. If the final invoice value including freight is not correct, you will be notified. For more information on returns, please see the Returns & Warranties section of this document.

- All prices stated include GST.

- Certain products may come in different colours, styles, or models, but use the same product code. In this case there are menus & forms that allow you to select your options. If these are not filled in, we will simply send the default, or most available product. If you complete these fields incorrectly, FNB4WD Supplies will not be held responsible.

- When purchasing, if you have any special requests or notes, please write them in the "comments" section of the checkout form.

- Some items may from time-to-time be "limited stock" runs, or be sold out due to high demand. We will notify you of any delays, or where items are no longer available. In the event that we need to order goods in before dispatching them, please allow extra time for the goods to reach us before being shipped.

- Occasionally we may also send goods direct from our suppliers warehousing facilities, helping keep freight charges at a minimum.

> Payment Methods

We accept the following methods of payment:

- Credit Card
- Direct Deposit
- PayPal
- Cheque
- Money Order

Information on these payment methods can be found below:

Credit Cards

All credit card transactions are manually completed by us, meaning you send your details to us via the Encrypted Secure Server, and we process the transaction manually on our EFTPOS terminal. We accept Visa & MasterCard credit cards only. For your peace of mind, we pay a monthly fee to use a "Secure Global Transaction Server", so details are never "lost" or read by anyone other than those intended to.

If you still feel unsafe or unsure about sending your details to us through the server, you can contact us by phone on (08) 8391 4594 between the hours of 8:30am & 5:30pm CST, and we will process the transaction over the phone.

When the goods are shipped, we will include a tax invoice with a brief cover letter. If you have made payment by credit card, we will also include the "customer copy" receipt from our EFTPOS terminal.

Direct Deposit

If your choice of payment is via direct deposit, our bank details will be displayed on the checkout screen when you select your method of payment. When transferring the payment, please include your surname, and reference number, which is found in the email sent to you at the time of checkout.

Products will not be released until payment has been made on the order, so please allow time for the payment to clear.

PayPal® Express Checkout

PayPal® is a secure payment system designed especially for internet payments, used by millions of people worldwide every day. To use PayPal®, you sign up for a PayPal® account, credit money to PayPal® via one of their many payment options, and then use your PayPal® account for payments. We make use of the PayPal® Express Checkout, which re-directs you to the PayPal® website where you log in, confirm the payment, and then get re-directed back to our checkout completion page, all without having to re-enter information. What could be simpler?

When paying by PayPal, you must also specify a Street Address for delivery. We will not send the

goods to a post office box, as we need confirmation of delivery. Furthermore, your delivery address must match the address that you have registered with PayPal.

Please allow an extra three days for shipping when selecting PayPal as your payment method.

Cheques

If paying by Cheque, please allow three business days for the Cheque to clear before goods are ordered or dispatched. Please make your Cheque payable to FNB4WD SUPPLIES.

Money Orders

When paying by Money Order please allow time for the Money Order to reach us before goods are ordered or dispatched. Please send your Money Order to:

FNB4WD SUPPLIES
18 Simper Crescent
Mount Barker, SA 5251

> Invoices & Receipts

An electronic invoice generated by our shopping cart software will be e-mailed to you at time of order placement and confirmation. This is not a tax invoice, but is required by our software for security reasons. A tax invoice will be sent with the goods when they are shipped. A "customer copy" of the EFTPOS receipt will also be supplied if you paid by credit card.

> Shipping & Freight

We engage the business of 3 freight companies, dependant on your requirements:

- Australia Post (including Registered Post)
- TNT Road Express
- Couriers Please

Below is some information about each company:

Australia Post

Australia Post will ship small to medium items, and will deliver country-wide, including to post office boxes. This company offers an express post service, guaranteeing next business day delivery to capital cities. Australia Post also offers a postage calculator.

We can also offer Registered Post, Delivery Confirmation, and Person-to-Person service. In fact, these options are mandatory when paying with PayPal (attracts an additional \$9.90).

TNT

TNT will freight larger items interstate. They will not however, deliver to Post Office boxes.

Couriers Please

Couriers Please will deliver small to medium parcels to Metropolitan Adelaide, Country Adelaide – via third party, or interstate – via third party. They will not deliver to Post Office boxes, and prefer business addresses rather than residential addresses.

PLEASE NOTE: Occasionally freight may be miscalculated by our shopping cart software, and the actual freight may be more or less than the total freight amount shown. In this event, we will contact you before processing the transaction, and notify you of the correct freight amounts.

Please allow a reasonable time frame for freight. In the event that we need to buy the product(s) in, this will add to the total shipping time.

> Returns & Warranties

Returns

Products may be returned under the following act written by the Government of South Australia, and the Australian Office of Consumer & Business Affairs:

You are entitled to a refund if the goods purchased:

- Are defective (the defect not being caused by you, or in transit);
- Do not match the description or sample provided by us (excluding where a choice is offered whilst using the one part number, and incorrect or no information was supplied.)
- Do not do what they are supposed to or what we said they would.

You are not entitled to a refund if:

- You simply change your mind or make a wrong choice.
- The goods are lost or damaged in transit.
- The goods are damaged because of mis-use.

Warranties

All products found in our online shop are covered by a manufacturer's warranty. This warranty is offered and covered by the manufacturer, not FNB4WD SUPPLIES. If the product you are purchasing is made by FNB4WD SUPPLIES, the warranty is then covered by us.

> Our Guarantee

We guarantee to adhere to the Terms & Conditions of Sale. We also guarantee to supply the product you ordered, as you ordered, within a reasonable time-frame, subject to availability. If you are not satisfied that we have followed the stated policy, you may be entitled to a full refund.

> Acknowledgement & Agreement

By shopping via our Online Shop (found at www.fnb4wd.com.au/shop) you acknowledge and agree to our Policies, and Terms & Conditions of Sale. Our policy is non-negotiable, and must be abided to at all times. Please ensure that you understand and follow our policies, as FNB4WD Supplies will not be held responsible for errors caused by the misunderstanding or disregard of our Policies.