

GENERAL INFORMATION

TERMS & CONDITIONS

Ordering: Ordering may be made by mail, phone or the internet using our standard order form available from our website at <http://www.aurumoz.com.au/form.pdf>. Orders are normally processed within 24 hours subject to stock availability.

Back orders: Customers will be notified in the event an item is out of stock and will be given the option to place it on backorder. Backorders are charged for when the item arrives in stock and are shipped free of charge (within Australia).

Returns: Defective items will be replaced and shipped at no charge. If the item is no longer a stock item a credit note or refund will be issued. Customers wishing to return defective goods must do so within seven (7) days of their receipt provided the return has been approved in advance. Aurum Australia will not carry liability for products that have been damaged as a result of abuse or misuse, or damaged in transit. Customers with approved returns will have replacement goods shipped free of charge.

Non-defective items may only be returned for a refund if the item was wrongly described, differs from the sample shown, or does not do what it is supposed to do. Costs associated with all returns, either defective or non-defective, are the responsibility of the purchaser.

Missing Items: Aurum Australia has in place compound control procedures to ensure all orders are shipped correctly. Please check your invoice or packing slip to ensure the item had been included in your order. All claims regarding missing items must be made within 24 hours of the receipt of the order. Claims will be thoroughly investigated and any outcome will be at the discretion of Aurum Australia. In the event an item was found to have been missed from an order, Aurum Australia will ship the item free of charge.

Lost or Damaged Goods: Most orders are shipped with parcel tracking ability and any non-arrival outside the estimated delivery time could only be a delay. Delays are common and should be expected during festive periods, particularly during November & December. Please contact us of any non-arrival of orders, so that we may initiate an investigation with the carrier as soon as possible. Goods lost or damaged during transit may be subject to claims from the carrier and are usually limited to the amount of AUD\$100.00 (Australia Post) or up to AUD\$1000.00 for other carriers.

Aurum Australia in most instances, but at its discretion, will replace orders that are lost or damaged in transit. We use only the most reliable carriers with a proven track record in prompt delivery, however we will not be responsible for any delays by the carrier.

Undelivered Orders: It is the responsibility of the customer to ensure their delivery address is current and active, and that a representative is available during a delivery that requires a signature. Aurum Australia will re-send orders at its cost only in circumstances in which it was clearly at fault. In the event an order is returned to our address as a result of insufficient information being provided, wrong address supplied, refused by the recipient or no-one was present to accept delivery, will be billed full cost of resending an order. Aurum Australia reserve the right to refuse to supply any persons or businesses that fail to accept an order without due cause.

Exchange Policy: Slow moving items may be exchanged for alternative products provided the items are returned in their original condition. Made to order jewellery, and for hygiene reasons body jewellery, cannot be returned (irrespective if it has been worn or not) unless of a manufacturing defect, and only within seven days of receipt. Persons considered abusing our Returns Policy will be charged a 15% restocking fee on all returns. Exchange policy is only available to Australian businesses.

Payment Details: Payment may be made by bank cheque, money order, direct deposit or by credit card.

Minimum Wholesale Purchase: Minimum order amount is AUD\$100 for Australian customers, or US\$300 for orders shipped outside of Australia. Orders below this minimum may be refused or incur additional fees. In order to preserve the confidentiality of wholesale prices, Australian businesses who place orders but have not provided full business details, will be charged normal retail prices. All minimums are before GST (Australia only) and freight costs.

Credit: 30 days credit is available to approved Australian businesses only. Businesses wishing to apply for credit terms are required to complete and sign our Credit Application form (available from our office). Applicants are not automatically granted approval, but will be assessed on a number of factors, including current credit rating. *All goods shall remain the property of Aurum Australia until payment received in full.*

All businesses or individuals placing their first order are required to pay for the goods in full prior to shipment.

Account Enquiries: Customers requesting account information from a previous financial year will be charged an account extraction fee of \$20.00 payable in advance. If no date or invoice number is provided, an additional \$40.00 search fee will also apply. Charges do not apply for current account information. A financial year ends June 30th.

Documentation: International customers please note that only shipping and invoice documentation will be provided when ordering. International shipments may be subject to local import duties, taxes and regulations, which are the responsibility of the purchaser.

Freight: Aurum Australia will pay freight on invoice amounts over \$500 (before GST, freight or insurance) within Australia only. This offer does not apply to bulky items or tumbled stones. Customers requesting special delivery e.g. Express Post are responsible for any additional costs.

Pricing: Please refer to the accompanying Price List for product costs. Although every effort is made to maintain a consistent price, please be aware that prices may vary due to circumstances beyond our control. Any errors or omissions contained herein or displayed elsewhere, whether publicly or not, will be charged at the corrected prices.

GST: A 10% goods and services tax (GST) applies to all products sold within Australia. Overseas customers are not required to pay Australian GST.

Discounts: 5% discount on cash and carry (non special items only) within Australia. Further discounts may apply for quantity or bulk orders.

GENERAL INFORMATION

Catalogues: Aurum Australia are a wholesale supplier and all catalogue requests are provided only after a business has registered with us. Registration is quick and easy and may be completed online. Catalogues are limited to one (1) copy per customer per annum. Additional catalogues may be purchased for a small publication fee either as a hard copy (Black & white) or CD-ROM (Colour).

Website: For information on new products and catalogues, participating trade events, or to register please visit:

<http://www.aurumoz.com.au>



Gift Fairs: Aurum Australia regularly participates in trade events held throughout Australia. It is a great opportunity to meet with us and see our latest designs. Further information can be obtained on our website:

<http://www.aurumoz.com.au/tradeshows.html>

QUALITY

Aurum Australia are dedicated to supplying superior products at competitive prices proudly using Australian made wherever possible. We are confident that you will be pleased with both our quality and customer service.

CONTACT INFORMATION



Aurum Australia
PO Box 1014
Cannington, WA 6987

Phone : (08) 92587727
Email : sales@aurumoz.com.au

OFFICE HOURS

Monday - Friday	9:00 am to 5:00 pm
Saturday	Closed
Sunday & Public holidays	Closed

Public holiday dates are available from our website at

<http://www.aurumoz.com.au/contact.html>

CHANGES & UPDATES

Aurum Australia Pty Ltd. may modify these Terms and Conditions without further notice. Any such changes shall become effective immediately and available from <http://www.aurumoz.com.au/TC.pdf>

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