

GENERAL INFORMATION

TERMS & CONDITIONS

Ordering: Ordering may be made by mail, phone, fax 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 on backorder. Backorders are charged for when the item arrives in stock and are shipped free of freight charges within Australia only.

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

Customers may return non defective goods which were either wrongly described, differ from the sample shown or they do not do what they are supposed to do may do so within seven (7) days of their receipt. To assist us in processing the return please include a note stating reasons for the return. Costs associated with returns are the responsibility of the purchaser and should be sent to our Sydney warehouse for processing. Aurum Australia will ship the correct item free of charge.

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 has been included with this 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 missed with your order, Aurum Australia will add and 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 be a delay. Delays are common and should be expected during holiday periods and in the months of November & December. Please contact us as soon as possible for any non-arrivals of orders so that we may initiate an investigation with the carrier. 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 will in most instances but at its discretion replace orders that are lost or damaged in transit. Aurum Australia use only the most reliable carriers with a proven track record on prompt delivery times however we will not accept any responsibility for delays that are the result of the carrier or any other third party.

Undelivered Orders: In some cases orders may be returned to sender for reasons such as insufficient or wrong address supplied, no one present to accept delivery or refused by recipient. 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 all other cases additional shipping fees will apply. 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 the minimum amount may not be accepted or incur additional fees. Unverified or unregistered Australian customers may purchase (wholesale + 30%) provided all minimums are met. Some items may require a minimum quantity in addition to total order minimum. All minimums are before GST (within 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 supplied 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. International shipments may be subject to local import duties, taxes and regulations. This is the responsibility of the buyer and therefore suggest customers check with local authorities.

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 bulk 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 otherwise 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 is a wholesale supplier only and all catalogue requests require registration. Only resellers and manufacturers will be considered for approval. Registration is quick and easy and may be completed online or by fax. Catalogues are limited to one (1) copy per customer per annum. Additional catalogues may be purchased for a small publication fee and are available as hard copy (Black & white) or CD-ROM (Colour).



Website: For information on new products, participating trade events, download the latest catalogues or to register to become a customer 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 only superior products at competitive prices proudly using Australian made wherever possible. We are confident that you will be pleased with both our customer service and quality.

CONTACT INFORMATION



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OFFICE HOURS

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

Local time and public holidays 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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