

Online Store – Terms and Conditions

Drafted on	26th June 2020	Approved by Board on	30 June 2020
Responsible person	CEO	Scheduled review date	1 June 2021

Payment options accepted

Payment is required at the time of placing your order via Paypal which also includes eftpos, and credit card transactions (Visa, Mastercard & EFTPOS). Cash payments in-store are not available.

Description of items

We take as much care as possible to ensure that all details, descriptions, and prices of products are listed correctly. The images form part of the description and should be considered to determine the quality of the item. Some items are pre-owned. If new, then this forms part of the garment's description. If you believe an item is significantly different from the description, you may be eligible for a refund.

(See our Returns and Returns below).

Privacy

Names, usernames, addresses and contact details provided will be utilised for dispatch purposes only (Via Australia Post). Australia Post handle this information in accordance with the Australian Privacy Principles. Please only include postage details that you are happy to be utilised for postage purposes.

View our full Privacy Policy for more information.

Abuse

We reserve the right to block or end communication with buyers who are abusive or do not follow appropriate procedures.

Shipping

Shipping costs are quoted based on size and weight of item, and delivery location within Australia – we utilise Australia Post pre-paid post bags. We are unable to ship overseas.

Pick up from Ready Set is only available within business hours at a time agreed with both the purchaser and the Ready Set team.

Feedback and complaints.

Our number one priority is that our customers are happy. If you are not completely satisfied with your experience, please forward your feedback to onlinestore@readyset.org.au.



READY SET

www.readyset.org.au



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Item conditions are based on the following criteria:

- We will post only items in very good condition (whether pre-owned or new).

Returns and Refunds

Please consider your purchase carefully as items cannot be exchanged or refunded for change of mind or if an item does not fit or suit you. This is not deemed as a reason for return or refund. We would encourage you to on-donate or consider passing on to a friend.

Items are donated new or second hand. Any faults will be described in each item's post. Please pay careful attention to the description of any faults as we are unable to refund or exchange for faults that we have disclosed.

If you believe an item you have purchased is not as described then you may be able to return it. Please notify us via email to onlinestore@readyset.org.au prior to returning the item. Please include with subject line – online store enquiry.

To return an item for a refund, return your item with a clear description of the fault to 5/24 Eastern Road, South Melbourne, VIC 3205 AUSTRALIA. Alternatively, returns in person can be arranged within business hours at a time agreed with both the purchaser and the Ready Set team.

Once we receive your item, we will inspect it and notify you on the status of your refund.

If your refund is approved, we will initiate a refund to your credit card or original method of payment.

Shipping of Items for Refund

You will be responsible for paying for your own shipping costs either through Australia Post or your preferred courier for returning your item. Shipping costs are non-refundable.

Contact Us

If you have any questions about your purchase, or returns, contact us at onlinestore@readyset.org.au with subject line – online store enquiry – our team will respond as soon as possible.