

## **Website Terms & Conditions of Sale**

This website (**Site**) is operated by Broken to Brilliant Limited ABN 636 095 919 97 (**we, our or us**). It is available at: <https://www.brokentobrilliant.org/> and may be available through other addresses or channels.

### **1. Payment Methods**

- 1.1. All orders made through ([brokentobrilliant.org/store](https://www.brokentobrilliant.org/store)) must be paid by Visa, Mastercard or PayPal.
- 1.2. Prices are quoted in Australian Dollars. Shipping costs will be charged in addition and will be calculated and clearly displayed after goods have been placed into the shopping cart and included in the purchase "Total" in the "checkout" page.
- 1.3. We will not be responsible for any transactional charges or fees that your bank may charge you. The cost of recovering any default of payments will be borne by you.
- 1.4. Any goods purchased online remain the property of Broken to Brilliant until full payment is received.

### **2. Payment Security**

- 2.1. On our website store ([brokentobrilliant.org/store](https://www.brokentobrilliant.org/store)), every purchase is secure thanks to certified secure servers and advanced encryption services.
- 2.2. We use Secure Socket Layer (SSL) technology which encrypts and protects the data you send to us over the internet. If SSL is enabled, you will see a padlock at the top of your browser and you can click on this to find out more information about the SSL digital certificate registration.
- 2.3. You will also notice that the URL at the top of the browser begins with 'https:' instead of the normal 'http:' which means that you are in secure mode.

### **3. Description of Items**

- 3.1. We have made every effort to display as accurately as possible the colours and images of our products that appear on our Site. We cannot guarantee

that the images and colours on your computer monitor's display or through your internet browser will be accurate.

- 3.2. We reserve the right, but are not obligated, to limit the sales of our products or services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer.
- 3.3. All descriptions of products or product pricing are subject to change at any time without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. All prices are correct at the time of online publication. Prices are subject to change without notice.

#### **4. Shipping/Delivery**

- 4.1. For hardcopy goods, we can ship within Australia and overseas.
- 4.2. Downloadable software products (ebooks, pdfs and music) can be purchased from Australia and in locations overseas and will be sent digitally.
- 4.3. Overseas shipping costs are calculated on a quote basis via email with the purchaser.
- 4.4. Shipping costs are non-refundable.
- 4.5. You will receive an email confirmation once your order has been successfully placed and the purchase amount has been debited/charged from your nominated payment method. It will include your order number and shipping method. Please make sure your shipping address is correct as we are unable to redirect the packages once they are on route to you.
- 4.6. Once your order is ready to ship you will receive a shipping confirmation email. Where applicable, we will send the purchaser a tracking code.
- 4.7. We will aim to dispatch your goods between 3-5 days following purchase. Dispatch times may vary according to availability. We cannot make guarantees as to delivery times and we will not be responsible for any delays resulting from postal delays or force majeure.
- 4.8. All items are promoted in good faith to be available at the time of ordering. Unforeseen supply problems or unexpected demand may occasionally result in stock being unavailable. Should there be a delay in dispatching your order we will contact you to advise you of the reason for the delay.

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