

Salesian Society Inc Shop Terms and Conditions

Delivery

- Delivery is to Australian Addresses Only
- Delivery is by Australia Post, Parcel Mail with a Tracking number.
- The postage cost is calculated on the total weight of your order.
- We use the best quality packing material to protect items during delivery with the intention that they arrive in the same condition they left our store.
- A tracking number will be emailed to you when the package is dispatched.
- A Tax Invoice will be included in the package.
- If the total weight of your order is over 5kg, please contact us on (03) 9377 6000 for a delivery cost.

Average Delivery Times

(as per Australia Post Information)

Destination	Time
Melbourne Metro	1-2 Business days
Victorian Country Areas	1-3 Business days
Metro: Brisbane; Sydney; Canberra	2 Business days
Metro: Adelaide; Hobart	3 Business days
NSW/SA/QLD Country Areas	3-5 Business days
Metro: Perth; Darwin	4-5 Business days
WA/NT/TAS Country Areas	5-9 Business days

Free Pick Up

1. Books can be collected from the Provincial Office in Ascot Vale during office hours
2. Salesian Provincial Office

3. 3 Middle Street, Ascot Vale, Victoria 3032. Ph: (03) 9377 6000
4. Monday-Friday 9:30am - 3pm

If you would like to have products delivered outside Australia, please contact us first for a delivery cost.

Payment Methods

Salesian Soc Inc currently accepts paypal, as well as all major debit and credit cards via the paypal gateway.

When you choose to pay with PayPal, you will be redirected to the PayPal login screen where you can either log into your existing PayPal account, or sign up as a new PayPal user. Alternatively, you can pay by credit/debit card.

Every transaction is encrypted by a 2048 bit Comodo Positive SSL Certificate.

All of the payment methods mentioned are available for selection during the online checkout process.

All prices are listed in Australian dollars

GST

In keeping with Australian tax law, GST will be added at the checkout on each item at a rate of 10%. If you believe you are entitled to exception from this charge, please contact sdbaul@salesians.org.au

Lost Packages

If you have tracked and checked for your parcel and believe it to be lost, you will need to contact us via the contact form on this website within fifteen days of dispatch for a store credit or refund (if applicable) to be issued.

If the package has the correct delivery information and has been deemed 'lost' after an investigation with our delivery partners, we will replace the items or issue a store credit. If the title is no longer available for whatever reason, a refund will be processed for the unavailable title and postage if applicable. You must contact us within fifteen days of dispatch, if your package has not arrived otherwise no store credit or refund will be available.