

## **TERMS AND CONDITIONS**

By using the "Medical and Science Media" web site, you agree to be bound by these terms and conditions. Please review these terms carefully. If you do not agree to these terms you should not use this site. These Terms and Conditions may be updated, revised or changed from time to time, as may the web sites content and prices without prior notice. All changes are effective immediately upon uploading.

### **TERMS OF USE**

Please feel free to browse the Site; however, your access to and use of the Site is subject to the following Terms and all applicable laws:

1. You shall use the Site for lawful purposes only.
2. This Site contains information and material, i.e text, and photos which are derived in whole or in part from information and materials supplied by "Medical and Science Media" and other sources, which are protected by copyright, trademark and other laws, and the entire content of the Site is copyrighted as a collective work. Because of this you are not permitted to copy any part of the site design, including downloading images, and copying text.

### **CONDITIONS OF SALE**

1. The prices on the "Medical and Science Media" web site do not include GST. This tax is added during the checkout stage. Overseas customers will not be charged GST.
2. We will accept an order cancellation, but it must be within 24 hours of placing the order.
3. The average time for dispatch of an order is 8 days, except for microscope slides which can take several weeks to supply. After placing your order you will be notified of the expected delivery time. Depending on the item/s purchased it could take from a day, to several days before we can confirm this time.
4. Domestic Delivery will be handled by Australia Post. Overseas customers will have the option of shipping their orders via FedEx, or a variety of Australia Post Services.
5. Delivery Insurance is not compulsory, but is highly recommended. If you choose not to take out insurance and your order is lost, stolen, damaged, or destroyed in transit, Medical and Science Media will not refund, or replace the order. Insurance is charged at 3.7% of the total. You can add insurance by checking the box provided. **IMPORTANT NOTE:** Insurance to some countries is not available, particularly with the Standard Delivery. If you chose Insurance, but you fall into this category, we will register the item if the order is under \$100. If it is over we will contact you with the details, and an alternate delivery option.
6. If an item is faulty it will be replaced, but must be returned first. We will pay for the return of the item, and the delivery charges to return the replacement back to you.
7. Each order incurs only one delivery charge. Delivery will not be charged again on a back-ordered item when that item was part of a multiple product order.
8. Most orders are dispatched via "Medical and Science Media". Occasionally an order is drop-shipped to shorten the delivery time. In such a case only your address is supplied to the company handling the delivery.
9. We do not charge a handling fee.
10. Medical and Science Media are not responsible for any Customs, or Duty payable on your order.

### **E-COMMERCE**

1. All online credit card transactions are secured through a Thawte 256 bit SSL Certificate. The Secure Order form offers 256 bit High-Grade SSL encryption, through our form provider, Jotform.
2. Credit card details supplied via the web site, or via mail order, or telephone order will not be kept on file. They are deleted once the order is complete. The definition of an order being completed is as follows. The credit card details are removed from the online database with 2 to 3 days. The card details are kept on paper file in case an item is returned in which case we need the number to arrange the refund. Once the allotted return time has passed the number is destroyed.

By completing and submitting an online order you are making an offer to purchase goods, which if accepted by us result in a binding contract.