

Online Store Policy

Policy and Procedure Guideline

Policy Number	CIA-PPG-021	Version	2.1
Drafted By	D.Millar	Approved by Executive on	December 2017
Responsible Person	CEO	Scheduled review date	January 2019

ONLINE STORE POLICY

Trading Name: Concrete Institute of Australia (the “Institute”)

ABN: 25 000 715 453

Payment Methods

- All prices quoted are in Australian dollars (\$AUD) and include GST.
- Credit/Debit Card: Mastercard / Visa / American Express are accepted. Payment is taken at the point the order is processed by our online system.
- Cheque or International Money Order are not accepted.
- Orders will not be despatched until payment is received.

Postage & Handling

Express Post or Parcel Post is used to ship all Australian orders and the cost is included in the advertised cost of the item.

Customers based outside Australia are not able to purchase products via the Online Store. For overseas orders please contact us at admin@concreteinstitute.com.au.

GST will not be charged for overseas orders and international postage and handling charges are calculated per order and are available on request.

Pricing & Availability

Prices may be subject to alteration without notice. Availability may be subject to change. When items are purchased that are temporarily out of stock, payment can be taken and we will contact you with an estimated availability date. Goods will be despatched automatically when available. In the event other items are also included in this order, we will part fill the order immediately and despatch the extra item as soon as possible. Only one delivery fee will be charged. We will advise customers of any problems with their order.

Customers awaiting outstanding orders may cancel at any time before despatch and receive a full refund (see returns and refunds below).

Members Discount

All financial Members of the Institute are entitled to receive a Member discount on their Online Store purchases. Representative Members of Institute Company and Academic Members are also entitled to buy Institute products at the Member rate.

Cancellation

Customers may cancel their order 24 Hrs prior to despatch. Any notification of a wish to cancel an order must be made by email to: admin@concreteinstitute.com.au

A refund will be made as soon as possible after the customer cancels, but within 30 days at the latest. Refunds will be issued by the same payment method, i.e. credit card payments will be refunded to the same credit card.

Returns & Refunds

Any claim for non-arrival of an order must be made within 30 days of placing the order.

Customers wishing to return their order due to unsuitability may do so up to 30 days from the invoice date. Goods must be returned in a re-saleable condition and customers must arrange for their return at their own expense. A refund to the value of the goods (excluding original postage costs) will be made within 30 days. No refund is possible on damaged goods.

Any items received in a damaged condition or incorrectly posted goods should be returned with original packaging if possible, within 14 days of the invoice date. Where goods are damaged or incorrectly despatched, replacement goods will be sent to the customer. Alternatively, a complete refund for the goods and original postage costs will be provided. The Institute will also bear the cost of returning the goods by registered post. Customers wishing to return damaged or incorrectly despatched goods should contact the Technical & Education Services Manager on email education@concreteinstitute.com.au

Account Enquiries:

Any account queries should be raised with the Institute's Administration Officer at admin@concreteinstitute.com.au

Payment Security:

When purchasing Institute goods your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit encryption is approximated to take at least one trillion years to break, and is the industry standard.

Your Information:

The Concrete Institute of Australia only collects information from you that is required in order to deliver the requested service or goods. For more information please refer to the Institute's [Privacy Policy](#).

More Information:

For more information please contact:

Attn: Technical & Education Services Manager
Post: Concrete Institute of Australia
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NSW 2059
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Phone: 02 9955 1744