

HTAV BOOK SALES AND RETURN POLICY

Introduction	HTAV is a small publisher and retail sales outlet. We aim to provide great service and minimise the costs to our customers. This policy sets out the terms and conditions for purchasing from HTAV, including pricing, postage, delivery, and returns.
Prices	All prices are GST-inclusive and subject to change without notice. HTAV trades in Australia only. Trade discount applies to booksellers that have an account set up with HTAV. Discounts are also offered to HTAV members when they log into the HTAV Shop.
General Terms	HTAV accepts payment by credit card or purchase order. HTAV members who have an account set up through the HTAV Shop may use a purchase order for their goods to be charged to their school. A valid purchase order number must be provided at the time of purchase. Please contact books@htav.asn.au if you experience any issues. Customers placing their first order with HTAV must provide full payment before goods can be dispatched. Vouchers are issued for promotional purposes and must be redeemed in a single transaction by 31 December of the year of issue. Vouchers cannot be exchanged for cash.
Postage and handling	Postage and handling charges apply to all orders. HTAV does not ship orders overseas at present. Goods are sent as a standard delivery through Australia Post or via courier. Items relating to HTAV merchandise and apparel will be supplied by a 3rd party supplier. Additional postage costs for these items will be displayed at checkout before you complete your order. Postage costs for orders placed by phone or email (or otherwise entered manually) are calculated according to the rate table here. Orders placed through the HTAV Shop (www.htavshop.com.au) have postage calculated automatically at checkout. These rates are based on weight and destination and may differ from the manual rate table. If you have questions about postage costs before ordering, please contact books@htav.asn.au
Delivery times	Please allow 5–10 working days for the processing and dispatch of book orders. During school booklisting periods (typically Term 4), processing times may be at the longer end of this range. HTAV does not accept any liability for delays caused by our delivery partners.

Collection from office	Orders received by HTAV marked 'Goods to be collected' must specify a collection date that is within 10 business days of the order, unless otherwise arranged. <u>Customers must wait for confirmation by HTAV staff of the collection date and time, as our office is not always attended.</u> If goods become unavailable before your nominated collection date, HTAV will notify you. HTAV cannot hold goods beyond the agreed collection date without a separate arrangement.
Orders and backorders	HTAV does not consolidate orders. Goods ordered are supplied subject to availability. Pre-orders for forthcoming titles will be treated as backorders and incur separate postage and handling charges.
Returns	Sales are made on a FIRM ORDER basis. HTAV cannot accept returns of overstock or orders placed in error. However, your purchase from HTAV comes with guarantees under the Australian Consumer Law that cannot be excluded. If goods are faulty, damaged in transit, or do not match their description, you are entitled to a remedy. Nothing in this policy limits your statutory rights. Beyond your statutory rights, HTAV does not offer change-of-mind returns, and clearance items are sold as-is. To request a return or remedy, contact books@htav.asn.au within 30 days of your invoice date, quoting your invoice number. Returns require prior authorisation. Return postage is at the customer's expense unless the goods were incorrectly supplied or arrived damaged, in which case HTAV will cover reasonable return costs. eBooks Once an eBook code or link has been redeemed, the product is considered used and we are generally unable to offer a refund or exchange. Please confirm your selection before purchasing. If your eBook code is faulty, fails to redeem, or the product description is incorrect, your rights under the Australian Consumer Law apply and we will work with you to provide an appropriate remedy. Please contact books@htav.asn.au with your invoice number and a description of the issue.