

Terms & Conditions

About these Terms and Conditions

Welcome to lodprint.com.au (the "Websites" or "Website"). This Website is owned and operated by LOD Print Pty Ltd ABN 37 297 456 432 also called "LOD Print", "we", "us" or "our". LOD Print is a propriety limited company and our offices are located in:

LOD Print Pty Ltd

LOD Print

BCP Business Park, Showroom 3/200 Boundary Road

Braeside, VIC, 3195

PH: 03 9588 2898

Placing Your Order

You can place your order online by using the shopping cart provided.

When you place your order, we will issue you with an order number. We will do this by email. By placing an order, you make an offer to us to purchase the products you have selected based on these Terms and Conditions.

We will confirm acceptance of your order when we send you an email confirming shipment of the goods you have ordered.

If we cannot process or accept your order after payment is received we will contact you by email or telephone.

LOD Print reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders at its sole discretion.

Payment Methods and Processing

LOD Print accepts Visa, MasterCard & AMEX Only.

Orders placed on a weekend or a public holiday will not begin payment processing until the next business day.

Business days are Monday through Friday, excluding Victorian public holidays.

We process credit card after you click the "Submit My Order" button.

For credit card payments we will email a tax invoice to you with your order confirmation.

Your tax invoice is your proof of purchase.

Please Note:

We will not accept credit cards issued by banks outside of Australia.

Debit cards and cheque cards have daily spending limits that may substantially delay the processing of your order.

You may be required to provide further identification for additional security reference checks.

Security:

Personal information (address, credit card number, account number, etc.) is encrypted by a 128/256bit SSL connection in an attempt to stop your information being intercepted or read by unauthorised persons. However we do not warrant that our efforts will be successful. LOD Print has no access to your bank data, and we do not store your bank or credit card information. You are therefore required to enter your payment details with every order you place with us.

LOD Print will not be responsible for any damages, consequential losses (whether direct or indirect) suffered by a member whose credit card is fraudulently used or is used in an unauthorised manner.

LOD Print is not liable for any damage caused on your computer equipment arising from computer viruses, worms, spyware programs, or likewise because of connecting to the Websites. Please ensure your anti-virus software, firewalls and other protection programs are kept up-to-date.

GST

All prices quoted on this website are inclusive of GST except for items that are exempt from GST. Items that include GST, and the total GST paid will be clearly marked on the invoice.

Prices

LOD Print always seeks to list Products with the most competitive prices.

LOD Print reserves the right to change prices for Products displayed at the LOD Print website at any time.

Supply of Products

Subject to these Terms and Conditions, we will supply to you the Products indicated on your order confirmation.

When your order items have been dispatched, we will email you to confirm shipment of each item including a tracking number for each item.

Refund Policy

If you find that the goods were damaged in transit or were faulty in some manner, please contact us within 24 hours of receiving the goods. We will organise for the return of the goods and arrange a credit towards your next purchase or send a replacement product.

Goods returned need to be in the original condition (brand new).

Delivery Charges

Orders placed will incur a \$14.95 + GST freight charge. LOD Print reserves the right to change prices for delivery at any time. Delivery charges for orders to be sent outside Australia are subject to confirmation at the time the order is placed.

Pickup is also available if you are in Melbourne and are within distance of our showroom in Braeside, Melbourne or Port Melbourne, Melbourne.

Delivery Times

All orders on this website are processed within 24 hours (during weekdays). If there are any unforeseeable delays, you will be contacted by our customer service team.

Delivery times vary depending on the items ordered, finishing's selected and the quantity of the order, please see product descriptions, Delivery times will range from 1 - 10 working days for dispatch. If you have a delivery time requirement, please contact us and we can clearly indicate whether we can meet your deadline.

Orders will be shipped to you by Startrack Couriers, or where more appropriate, a Courier Service of our choosing.

Orders sent with Startrack will be through standard StarTrack services. These items are capable of being traced and ensure fast delivery.

With all deliveries we recommend that your nominated delivery address is one where someone is present to accept your delivery between the hours of 9.00am and 5.00 pm.

With Startrack, the package must be signed for. If no-one is present to accept delivery a slip will be left in the mail box so that you can contact the relevant Australia Post Office to arrange collection of your package or redelivery from the Startrack Depot.

With our nominated Courier Service we recommend that your nominated delivery address is one where someone is present to accept your delivery between the hours of 9.00am and 5.00 pm. Our courier cannot guarantee a specific delivery date or time. If no one is present to accept the delivery a slip will be left in the mail box so that you can negotiate a suitable arrangement for final delivery or collection.

Although every effort is made to ship your order according to the estimated delivery times provided, estimated ship times may change due to changes in supply or circumstances beyond our control. If your Product has not arrived after the estimated delivery time, please contact us.

Title and risk of loss to all products will pass to you on delivery.

Products Damaged in Transit

All orders are delivered by Startrack or by our nominated Courier Service which is an independent courier company. Please do not ASSUME that your package will be delivered by one service or another. Unless you tell us otherwise, we will choose the most appropriate delivery option as outlined above. Please consider the information below so you are aware of your obligations in relation to delivery options.

Startrack satchels are NOT insurable. It is however, a much quicker service in general.

Damage, loss or theft incurred as a result of using this delivery option is at the purchaser's risk.

Our courier company fully insures all their deliveries. As stated above, if you require a fully insured service, it must be requested at the time of ordering. Our courier will endeavor to supply you with the product you have ordered from us in the condition that the goods were dispatched. However on occasion goods may be damaged in transit to you. If this occurs,

please either email us at sales@lodprint.com.au or call the courier's customer service team. We will investigate the damaged product and work with you to find a solution.

Faulty Products

LOD Print is proud to offer our customers quality products. We will endeavor to supply you with products you have ordered in good condition. However, on occasion goods that are sealed within cartons may be faulty as a result of a manufacturing defect from our suppliers. If this occurs please either email us at sales@print.com.au or contact our Customer Service Team on 03 8672 7075. Please supply photos that indicate any damaged products to help us investigate the issue and find an appropriate solution.

Limitation of Liability

Information on this website is provided 'as is' and we disclaim all representations, warranties and conditions, express or implied of any kind, including to the extent permitted by law, as to satisfactory quality or fitness for purpose.

While we make every effort to ensure that the information contained within the website is complete, accurate and current, we expressly do not guarantee that the information is complete, accurate or current and assume no responsibility for any errors or omissions of any kind in the content of the website.

We reserve the right to amend or supplement the information supplied on this website without prior notice.

Links available on the website link to websites not maintained or controlled by us. We provide these links for your convenience and are not responsible for their content and do not endorse any pages linked to this website. This also applies to any links to which this website refers, whether directly or indirectly.

We shall not be liable to any party for any direct, indirect, special, or consequential damages or any damages whatsoever resulting from loss of use, data, profits or expense whether in an action of contract, negligence, or other action arising out of any use of our services or in connection with the use or performance of this website, or the content of this website or referred to on this website or any other website you may access through this website.

Copyright

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Other than for the purposes of fair dealing, criticism, review, study or research, you may not copy, print or store by electronic or any other means a part or the whole of this website or its contents.

General

You shall not assign any rights and obligations under these Terms and Conditions whether in whole or in part without the prior written consent of LOD Print. Any unauthorized assignment shall be deemed null and void.

If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Terms and Conditions and the remainder of the provisions in question shall not be affected thereby. Under the Trade Practices Act 1974 ("Act"), where implied conditions and warranties cannot be excluded, any liability in LOD Print for breach of such conditions and warranties (other than a condition or warranty implied by section 69 of the Act) shall be limited, at the option LOD Print, to the replacement of the Product(s) or the re-supply of the same Product(s); the payment of the cost of replacing the Product(s) or of acquiring equivalent Product(s).

Neither our failure nor your failure to enforce any Term or Condition constitutes a waiver of such Term or Condition. Such failure shall in no way affect the right to later enforce such Term or Condition.

LOD Print reserves the right to change the Terms and Conditions of sale at any time.

No LOD Print employee or agent has the authority to vary any of the Terms and Conditions governing any sale.

Force Majeure

LOD Print shall not be liable for any delay in performing any of its obligations under these Terms and Conditions if such delay is caused by circumstances beyond the reasonable

control of LOD Print, and LOD Print shall be entitled to a reasonable extension of time for the performance of such obligations.

Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of Victoria and shall be subject to the non-exclusive jurisdiction of the courts of Victoria.