



FREIGHT

Due to the large range of products we supply, the weight and sizes vary dramatically.

We will endeavor to provide you with the best possible freight price, which will be e-mailed after the order is received.

Smaller orders under 15 kg may be posted by regular post.

Interstate orders will be sent via TNT, while Victorian orders will go by Vic Fast.

PRIVACY

Introduction

SOAPBOX WARRNAMBOOL is committed to the new Australian privacy legislation in the way it collects, uses, secures and discloses personal information.

The Commonwealth Privacy Act 1988 requires companies to comply with the National Privacy Principles (NPPs).

The information we collect

We lawfully collect personal information that is necessary for our business to function. The information we collect and hold will depend upon the products and services you request from us and may include:

Information you provide us when you purchase goods or services. This information will include your name, address and contact details, credit card information.

How we use your information

We use the information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Statement. We will not use your personal information for any other purpose without first seeking your consent, unless authorized or required by law.

Access to your personal information

In most cases, you can gain access to the personal information that www.soapbox.com.au (SOAPBOX WARRNAMBOOL) holds about you, subject to some exceptions allowed by law. If you would like to check or amend your contact details, please contact us. We will process all requests to amend personal information as quickly as possible.

TERMS

Soapbox Terms Of Trade Updated 1/6/2009

Placing Your Order

- a. We reserve the right to accept the order.
- b. Orders will be dispatched as quickly as possible however we do not guarantee delivery dates or supply.
- c. We do not accept liability for any loss incurred by you as a result of any delay or failure to supply.

Paying for your order

- a. Prior to dispatch of the order the customers credit card will be debited, unless other arrangements have been made.
- b. Prices on our web site will be charged at the time the order was placed.
- c. If omission, typographical error, or any other reason for the price to be incorrect at the time of ordering we have the right not to supply the goods at that price.
- d. Our prices include goods and services tax.

Delivery of Goods

- a. Orders may be subject to freight prices. We do not profit from freight.
- b. You may be contacted to clarify delivery details.
- c. Damaged or receiving of incorrect goods must be notified within 7 days of delivery and returned within 14 days.

Not Satisfied

- a If you are not totally satisfied with your purchase we will refund you the full purchase price(excluding the delivery charges). Providing goods are in same condition as sent.
- b Customer pays for the return delivery freight charges.
- c We have the right to refuse refunds if we feel necessary.
- d Both the customer and the supplier are bound by the department of fair trading rules for refunds.

Western Chemicals Pty Ltd trading as Soapbox Warrnambool A.B.N. 74 082 279 525