

## Terms and Conditions

Your use of the Purchase Order form on this Website and the purchase of the Products is subject to legally binding terms and conditions. Please read them carefully before proceeding with entering the Website. By clicking 'I agree' to the terms and conditions set out below you are entering into a legally binding agreement. You must accept these terms and conditions to access this Website any further.

It is important that you provide the additional contact details that are required in the event that a sales representative may need to confirm an order, payment details or advise of any changes. This Website is owned and operated by HOLLY WEBBER DESIGN. This Agreement supersedes all prior agreements and may be revised by HOLLY WEBBER DESIGN periodically.

### Product description

Whilst every effort has been made to accurately reflect product descriptions, sizes and colours, the descriptions are intended to be used as a guide only. All measurements are stated approximately and should be used as a size guide. Due to the nature of handmade products, slight variations in size and colour are normal. Please note actual colours may vary slightly from how they appear on your screen. These variations are what make each individually hand-crafted product unique.

### Purchase policy

By submitting a Purchase Order, you are making an offer to purchase the product at the price set out by the website and in accordance with current stock availability. Occasionally price may be subject to change depending on fluctuating costs of supplies, you will be notified immediately in the event of price change. If HOLLY WEBBER DESIGN advises you of increased prices you may cancel the order within seven (7) days of notification of payment increase. Failure to cancel your Purchase Order will result in you being charged for the item(s) accordingly.

All Purchase Orders placed through this Website are subject to confirmation and acceptance by HOLLY WEBBER DESIGN. You will be emailed by a sales member at HOLLY WEBBER DESIGN confirming receipt of Your Purchase Order. Acceptance by HOLLY WEBBER DESIGN will be upon your receipt of this confirmation email.

Payment is required at the time of submitting the Purchase Order. Payment can be made in full immediately by ..... only. All transactions are made in Australian dollars (AUD). Customers outside of Australia holding accounts with international currency can pay by credit card, the exchange rate varies daily so HOLLY WEBBER DESIGN can only provide an approximate conversion if required. Most banks charge a small conversion fee for international transactions. You must verify that you are an authorised user of the ..... used to complete payment. A sales member may need to contact you by phone in order to obtain confirmation of order or payment details.

HOLLY WEBBER DESIGN does not store or keep credit card numbers from online transactions. The last four numbers and the expiry date of your credit card number are kept for order verification and identification purposes only. In the event a credit card is used without the holder's authorisation, the card holder must notify their credit card provider in accordance with their policies and procedures.

If you choose to pay by Gift Certificate or Credit Note, please select 'Other' as payment option at checkout and enter certificate number. You will be contacted via email or phone for confirmation of your order. For full details on our policy regarding Gift Certificates and Credit Notes

HOLLY WEBBER DESIGN reserves the right to reject any Purchase Order if necessary. HOLLY WEBBER DESIGN reserves the right to limit the quantities of product sold as it sees fit. It is a condition of this Agreement that you do not resell the Products to a third party.

### Return Policy

Please choose carefully as returns or exchange will not be given due to change of mind. An item can be exchanged for other merchandise sold through this website or as a credit note redeemable at a later date. The value of the exchange or credit note will be subject to the price you originally paid for the item(s).

Care instructions are provided with the brooches, earrings, bags and purses. If you have any further questions regarding care of your product you should contact a sales member at HOLLY WEBBER DESIGN and they will advise accordingly. Exchange is only given if the item(s) you have purchased through this website is faulty and you can provide 'proof of purchase' (invoice included with your item). Exchange will not be provided for general wear and tear to item(s) or mishandling of item(s), such as water damage, excessive strain or failure to follow care instructions.

Exchange must occur within fourteen (14) days of receipt of the item(s). You will be advised to send the item(s) for exchange to a specific address, this must be clearly marked on the returning parcel. HOLLY WEBBER DESIGN will not be responsible for failure to follow these instructions

HOLLY WEBBER DESIGN reserves the right to refuse an exchange if the product in question is deemed to have been mishandled. If you have returned the item(s) for exchange and HOLLY WEBBER DESIGN determines your basis for exchange to be unreasonable you will be responsible for the postage costs to have the item(s) sent back to you. You are responsible for postage and handling costs if seeking an Exchange, item(s) must be returned using only Reg-

istered mail. You must supply 'proof of purchase' receipt with returned item(s) for exchange. You are responsible for paying insurance when returning the item(s) to HOLLY WEBBER DESIGN for exchange. International customers seeking an exchange must mark on the postal company's consignment note that it is an exchange/replacement, so that the item(s) do not attract possible customs duties and taxes again.

### Gift Certificates

Our Gift Certificates are only redeemable online. For online redemption, simply select "Other" as payment option at checkout, and enter certificate number. Certificates can be exchanged for merchandise to the value shown, and are valid only with original purchase receipt attached. They are not redeemable for cash. Credit due over \$5.00 on redemption, will be issued by Credit Note.

### Delivery Policy

Your item will be dispatched immediately after manufacture of your item(s). Please allow for even (7) to twenty-one (21) before your item is dispatched, this accounts for the fact that each product is individually hand-crafted and may be subject to availability of supplies. In the event that anticipated production time may exceed the abovementioned time period, you will be advised by a sales member immediately.

Delivery of your order is subject to payment approval and cleared funds. Delivery times may vary subject to clearing of funds.

Deliveries within Australia will be sent via Registered Mail. International customers are responsible for any local duties and taxes. You will be notified by email when the item(s) has been dispatched. HOLLY WEBBER DESIGN will only send item(s) using Registered Mail through the Australia Post services. We will deliver to most destinations worldwide, but please note that international customers are responsible for taxes and any additional charges incurred.

Expected delivery time for item(s) sent within Australia is between one (1) to six (6) working days. Delivery time for international postage will take up to fourteen (14) days.

Australia Post will not deliver your parcel without your signed receipt of the item. If you are not at your postal address when the parcel is delivered a pick-up card will be left by an Australia Post representative. You are required to take this card with you to your nearest post office in order to collect the item(s). Risk and title in the Product will pass to You upon You, or any other person in attendance at the delivery address, signing for receipt of the Product. It is your responsibility to ensure your postal address details are correct before the item(s) is dispatched.

HOLLY WEBBER DESIGN is not responsible for any damage sustained to item(s) during postage and delivery. HOLLY WEBBER DESIGN will not be held liable for loss or theft of item(s) during or after delivery. Item(s) to the value of \$100 or less are covered by Insurance through Australia Post. If you wish to have your purchase insured you must pay the additional costs.

### INTELLECTUAL PROPERTY

Reproduction of part or all of the contents in any form of this website is prohibited. Images may not be recopied, published or shared with a third party, whether in hard copy, electronic or any other form.

Unless otherwise noted, all materials on this Website are protected as the copyright, trade dress, trademarks and/or other intellectual properties owned by HOLLY WEBBER DESIGN.

### PRIVACY STATEMENT

HOLLY WEBBER DESIGN will make every effort to ensure the privacy of your personal information. This statement sets out the process we use to manage your personal information in compliance with the Privacy laws.

### COLLECTION OF YOUR INFORMATION

The personal information we collect about you is the information filled in by you in our Purchase Order form. For example, your name, e-mail address, country of residence and postcode. In most instances we collect personal information directly from you. From time to time we may collect personal information about you when you deal with us by telephone, in writing, e-mail, or visit our website at [www.hollywebber.com.au](http://www.hollywebber.com.au). Your personal information will be stored securely in hard copy and electronically.

If you subscribe to our mailing list we use your personal information for our marketing and business development activities. We do not disclose your personal information to anyone.

It is your responsibility to advise us of any changes to your personal information.

### CUSTOMER SERVICE POLICY

We are committed to providing exceptional service and premium products. As such we welcome any evaluation or feedback you may wish to provide as this information assists us in continually improving your shopping experience with [www.hollywebber.com.au](http://www.hollywebber.com.au).