



TERMS & CONDITIONS

These Terms and Conditions shall govern the way we do business together. Each person who purchases a product from this web site will do so acknowledging that they are bound by this agreement.

This agreement will set out the method of purchase and the method of payment and the delivery of the product by post.

These Terms and Conditions will also set out the procedure to be followed in the event that the product is damaged or in some way not in accordance with the purchase made by the Customer.

This web site is governed by the State laws of Victoria and the Federal laws of Australia.

Alternative 1: You are bound by these terms and conditions so long as you accept these terms and conditions by choosing the I accept button (Note this alternative may be too expensive and complicated for her to get that facility included on the web site)

Alternative 2: You are bound by these Terms and Conditions so long as you continue to shop, buy, or browse this web site. This web site is governed and protected by the state judicial laws of Victoria and the Federal Laws of Australia.

Copyright: All content and material on this web site is owned by Sandtopia and is protected by law. Such content includes text, images and logos. Where content is supplied by external providers such content is deemed to be owned by the said organisations and are likewise protected by copyright laws. No copyright material may be used in any way whatsoever without the written permission of Sandtopia or the original copyright owners.

You are not permitted to transmit, broadcast, edit, adapt or make use of any intellectual property, trademarks or logos owned and found on Sandtopia web site without the expressed permission of Sandtopia.

As a result of browsing on the Sandtopia web site where content is downloaded, printed or viewed such download print or view is permitted for private, non commercial use for the sole purpose of evaluating goods, making a purchase or promoting the sale of goods to others.

Customer Information: You are responsible for the accuracy of your customer/entity details. Information relating to your identity, billing information and all other relevant information shall be kept up to date and accurate and shall be maintained by you. Failure to do so may result in goods being misdirected, lost or delayed. Should this occur then Sandtopia takes NO responsibility whatsoever for those goods. In

such circumstances Sandtopia will not provide any refund whatsoever where goods cannot be found traced or redirected.

The integrity and security of the information between you and this website is not assured or in any way guaranteed. Sandtopia does not accept any responsibility whatsoever for the safekeeping, transmitting or security in general of the information sent to and from this web site. You must take steps to ensure that your information is protected by relevant third party software including anti virus and anti spyware protection. While Sandtopia will use great care in dealing with any information provided to it you hereby acknowledge that any information sent to or from this web site is done at your own risk.

Placing an Order: Orders for Sandtopia must be made via the website. Purchase order, post, fax or email orders can be made however postage charges are required before payment can be finalised. The fastest way to receive your order is via the website and to pay by credit card. Fax or emailed credit card payments are also accepted. You can also elect to pay by cheque/money order or by direct credit into Sandtopia's bank account (all payments must be Australian dollars). Once your payment has been received your order will be processed and on its way to you.

Orders are generally shipped within five working days of payment. The items within the online shop are updated as regularly as possible, however occasionally some items may be out of stock or on backorder. If this should occur with your order we will let you know the estimate date the item is due to arrive or offer a refund for the item. We do not place items on backorder unless the item is part of one of our kits.

All items in the online shop are quoted in Australian dollars (\$AUD) and include GST (goods and services tax).

Postage: Sandtopia can send an order to just about anywhere in the world! We use Australia Post's online shipping calculator for all domestic and international orders. Shipping rates are dependent on the weight of the purchased items.

Returns and Exchanges: An item can be returned within 14 days of delivery if it was not exactly what you wanted. A full exchange or refund will apply, however postage and/or shipping will be at your expense. Please note, all items must return to Sandtopia in their original condition and packaging (if applicable) for a refund to apply.

If an item arrives to you damaged please email us so we can arrange to have the item returned to us. A new item will be sent to you or a refund can be issued.

Our starter and category kits contain figurines that have been carefully selected and as such individual items within a kit cannot be returned for exchange unless damaged. The entire kit can be returned (in original condition and at your expense) if it is not suitable for your needs.

Delayed Delivery: Sandtopia takes no responsibility for the delay of deliveries caused by the carrier and as a result cannot be held liable for any stress, inconvenience or financial loss that such action may cause.

If an order is returned to us 'undelivered' the set rate of postage will be recharged for redelivery.

Payment: Payment for goods purchased is not final until the funds have been cleared. This means that no goods or services will be provided until the monies have been cleared and the full amount has been credited to the Sandtopia bank account. In any event the title to any goods does not pass to you the purchaser until the payment for same has been credited to Sandtopia in full.

Sandtopia is a responsible and ethical business. Sandtopia respects your privacy and will ensure to the best of its ability your personal information is protected and kept safe.

Sandtopia reserves the right to alter and amend these terms and conditions on an ongoing basis as required to give efficacy and to satisfy any current laws that may affect this transaction. By visiting or purchasing goods from this web site you are deemed to have fully read and understood these terms and conditions.

Sandtopia acknowledges that from time to time omissions of various kinds, incorrect pricing and other factual mistakes may arise. If any piece of information relating to the goods or services is suspected of being incorrect, you are advised to adopt a cautious approach and notify Sandtopia for clarification. Sandtopia accepts no responsibility or liability for any financial loss or any other resulting loss or damage that may arise and also reserves the right to cancel or refuse any orders made.