



TERMS OF BUSINESS (August 2019)

All prices are listed in Australian Dollars.

I confirm that I am ordering the correct title, format, edition, quantity and of the items in my shopping cart.

I understand that there is a '2 business day cooling off period' to cancel orders of physical books, but no cooling off period for electronic books and downloads. I agree to contact Green Olive Press by email within the cooling off period should I wish to cancel the order of physical books.

Green Olive Press is not required to offer a credit or refund at all if a customer simply changes their mind, or has found the product elsewhere, according to NSW and Australian Law (Trade Practices Acts).

PRICING

All prices are listed in Australian dollars and are inclusive of GST.

All orders are subject to price and availability confirmation. If the physical books you order are out of stock and are due to be reprinted, we will advise you of the expected date of delivery. If the physical books you order are out of stock and a reprint has not been scheduled, we will advise you of this and issue a full refund.

Please note, there is no return and refund policy for all audio, electronic and visual items, except where the items are deemed faulty.

Green Olive Press does not offer a credit facility but customers may choose another title if the product they have chosen is faulty or damaged, or receive a full refund.

REFUNDS

Any title that has been on order for 120 days (ie: 4 months) and the customer no longer wishes to wait then a refund will be offered if the title is not in transit from the printer.

DIGITAL CONTENT

Once a customer accesses or downloads any Digital Content, including ebooks, audio books and visual items, that they purchase, they no longer have the right to cancel their purchase of that Digital Content.

Green Olive Press's obligations to the Customer is fulfilled when the Digital Content is downloaded. It is your responsibility not to lose, destroy, or damage Digital Content once downloaded.

Green Olive Press reserves the right to change, suspend, remove or disable access to any Digital Content, products, or other materials comprising a part of a digital service at any time without notice.

Green Olive Press may at any time withdraw or remove Digital Content and make no guarantees that Digital Content will continue to be made available for access.

In downloading Digital Content, you agree to the following Terms of Use of Digital Content:

1. Digital Content may not be copied, shared or otherwise distributed.
2. Content is available for personal use only.
3. Restrictions on downloads to Customer devices accessing the Digital Content may apply.
4. Applicable use is within relevant Laws.

DELIVERY EXPECTATIONS

Items that are in stock will be despatched within 5 working days. If you require a faster despatch time, please contact Green Olive Press via email.

If an item is not in stock, Green Olive Press will advise you of the expected delivery date via email.

Digital Content, such as eBooks and audio books, are delivered instantly.

DELIVERY EXPECTATIONS:

Items are despatched using standard Australia Post systems and as such, the delivery time is dependent on the Australia Post service.

INSUFFICIENT AND/OR INCORRECT DELIVERY INFORMATION

Customers who enter addresses that Australia Post have deemed having incorrect and/or insufficient details to ensure delivery may result in the following:

- Delayed delivery
- Lost parcel
- Returned to Green Olive Press

If Green Olive Press is found to be responsible for incorrectly addressing a package then Green Olive Press will be responsible for the resending, replacement or refund of the items not delivered or delayed.

Any package returned to Green Olive Press due to the above incorrect and/or insufficient information will incur an extra delivery charge of \$6.95. If Green Olive Press incurs extra fees to retrieve the package from Australia Post then these charges will also be borne by the customer before the package can be despatched again. No refunds will be offered for shipments that are delayed or lost due to incorrect and/or insufficient details provided by the customer.

CHEQUE AND BANK TRANSFERS

If you wish to pay by Cheque/Money Order or Bank Transfer, please contact Green Olive Press by email before placing your order.

OVERSEAS ORDERS

All overseas orders are delivered via Australia Post.

All orders with an overseas delivery address are firm sale and may not be returned, unless the items are Damaged or Faulty.

COMPLETION OF AN ORDER & OUTSTANDING ITEMS

An order will be complete when:

- All items were sent and delivered
- The order was not cancelled during the cooling-off period

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- The customer nominated to pay by cheque, money order or bank transfer and the monies were not received within 30 days of the customer contacting Green Olive Press by email

Privacy Policy

Green Olive Press keeps all personal information submitted in the strictest confidence. The information is kept on a secure server and is only used to process orders from Green Olive Press. This information will not be released to anyone other than necessary to fulfil your order. We will not rent or sell your personal information to any third party without your permission.

Third-Party Service Providers: Green Olive Press uses Australia Post to deliver packages. Green Olive Press may provide Australia Post your email address ONLY to provide you up to date delivery tracking of dispatched orders.

DISCLAIMER

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