



# CUSTOMER SERVICES POLICY

## PRICING POLICY

### 1. Country of domicile

The Motor Trade Association of South Australia is an Australian not for profit employer association located in the South Australia.

### 2. Goods and Services Offered

The Motor Trade Association of South Australia provide a range of products and services to it's Members and the wider public through its online store. These include, but are not limited to:

- industry trade training courses
- business and regulatory compliance training courses and seminars
- trade tools and other industry consumer products
- printing and stationery products

This is not an exhaustive list of items and will change from time to time.

### 3. Transaction Currency

All of our prices are in Australian dollars (AUD). The Motor Trade Association of South Australia does not accept foreign currencies for online transactions.

### 4. Goods and Services Tax

Goods and Services Tax is applied to all Motor Trade Association of South Australia transactions in accordance with Australian Tax Office requirements.

All prices include Goods and Services Tax unless otherwise stated.

### 5. Price changes

The Motor Trade Association of South Australia reserves the right to changes prices and freight charges at any time. Price and freight charge changes are not retrospective.

### 6. Shipping practices and delivery policy

Orders are delivered through Australia Post, APD Couriers or TNT and will be shipped within 2 –10 working days.

All deliveries must be signed for. Where no one is home to receive the delivery, a notice advising of the missed delivery will be left and the parcel will be redirected to the local Post Office, APD Couriers or TNT.

Shipping costs are influenced by the weight of the product and location.

For parcels within the metropolitan area delivery is charged at a flat fee of \$7.

For parcels in the country area under 3 kg, are charged at \$12.00 and delivered by Australia Post.

For parcels in the country area in excess of 3 kg and below 5kg is charged at \$15.00 and delivered by Australia Post.

For parcels in the country area over 5 kg is charged at \$24.50 delivered by TNT for parcels within the metropolitan area are charged at a flat fee of.

For bulk deliveries costs are determined on a case by case in consultation with the customer. Quotes are available on request.

For items set for "pick-up/own courier" the MTA will be in contact to make suitable arrangements with the customer. If the customer chooses to elect a paid delivery service at this point the invoice will be change accordingly and payment must be received prior to dispatch of items.

The Motor Trade Association ships goods Australia wide, however at this time we do NOT accept international orders through our website.

Standard delivery timeframes are between 2-15 working days.

#### **7. Items not available or unable to fulfil order**

The Motor Trade Association is committed to providing exceptional customer service and quality products. We endeavour to make sure that all product listed on our website are available and pricing is true and correct.

In the event of an ordered item being unavailable or we are unable to fulfil your order we will contact you within two business days to; arrange an agreeable alternate item, backorder or give a full refund .

#### **8. Payment**

The Motor Trade Association of South Australia requires full payment of the order before items are shipped (unless otherwise agreed prior by all parties involved).

**The following payment methods are accepted:**



Other options: Electronic Funds Transfer, cash (cash is only taken over the counter at Motor Trade Association of South Australia premises), cheque.

#### **8. Return/refund or credit policy**

The Motor Trade Association of South Australia does not give refunds if you simply change your mind or make a wrong decision.

The Motor Trade Association of SA will accept returns and refund, exchange or give a credit where; goods are faulty, have been wrongly described, are different to the product using the following criteria:

- Goods are faulty
- Have been wrongly described
- Are different to the product purchased on the website
- Do not perform as advertised
- Damaged Item on Delivery: Please notify the Motor Trade Association of SA immediately on discovery and we will arrange for the return and replacement of the item free of charge.
- Refunds will be completed using the same payment method as the original order. A credit can be applied to be used in the next transaction. A full refund/credit is applied when the customer cancels the order before shipment. This policy is in addition to your statutory rights arising from applicable trade practices and consumer legislation.

## **CONSUMER DATA POLICY**

### **9. Privacy Policy**

The Motor Trade Association of South Australia is committed to keeping your details private. The MTA will not under any circumstances release personal details to any third parties, except when there is a commercial agreement with a third party to provide our services to you or where required to do so by law. Personal data is strictly maintained and protected.

The Motor Trade Association of South does not store persistent cookies on your computer, unless you tick "Remember me on this computer" when you log into the website, in which case we will store a cookie for this purpose alone.

Whenever you use our web site or any other website, the computer on which the web pages are stored needs to know the network address of your computer so that it can send the requested web pages to your internet browser. The unique address of your computer is called the "IP Address" and is sent automatically each time you access any internet site. From a computers IP address, it is possible to determine the general geographic location of the computer but otherwise it is anonymous.

We do not keep a record of the IP address from which users access our website except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes.

### **10. Security Policy**

When purchasing from The Motor Trade Association of South Australia your financial details are passed through a secure server using the latest 128 bit SSL (secured sockets layer) encryption technology. 128 SSL encryption is the current industry standard. If you have any questions regarding our security policy please contact our customer support centre [mta@mtaofsa.com.au](mailto:mta@mtaofsa.com.au)

### **11. Contact Information**

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