

# Terms & Conditions

## YOUR DETAILS

1. You are responsible for providing the correct contact details including email and shipping address.
2. Coote & Co is not currently shipping books overseas. Please contact your local bookstore from April 1<sup>st</sup> 2022 to purchase a copy in the United Kingdom or America.

## THE CONTRACT

1. Any contract for purchases made through the Website will be with Coote & Co (ABN 69675357269)
2. Coote & Co must receive payment for the whole price of the goods you order before your order can be processed. Payment of the advertised price will be taken at the point of order. Once payment has been processed, Coote & Co will confirm that your order has been received by sending an email to you at the email address you provide.
3. This Website is strictly for personal and non-commercial use. You agree not to use the Website for commercial or business purposes or to place orders which will be, or are being, sold on to a third party. If you are suspected of using the Website in any of these ways, we reserve the right to withdraw from any relevant contract(s) and cancel your order(s).
4. You must not use this Website: (i) in a way that causes, or is likely to cause, the Website or any Coote & Co services to be interrupted, damaged or impaired in any way, or (ii) for fraudulent purposes, or in connection with a criminal offence or other unlawful activity.

## PAYMENTS

1. All prices listed are inclusive of GST
2. Online payments are processed through Stripe.
3. Please refer to this link for Stripe's privacy policy <https://stripe.com/en-au/privacy>

## RETURNS & REFUNDS

1. We do not offer refunds on change of mind.
2. If your purchase is received faulty or damaged, you are entitled to a replacement or a refund. It is your responsibility to notify Coote & Co of any faulty items within 7 days of receipt.

## AVAILABILITY OF GOODS

1. If Coote & Co has insufficient stock to deliver the goods you ordered, or cannot obtain the stock, we will notify you as soon as possible and any sum debited by Coote & Co from your payment method will be refunded. Coote & Co will notify you by email at the address given by you in your order form. A refund will be made as soon as possible and in any event within 30 days of your order.
2. Coote & Co will not be obliged to offer any additional compensation or to supply the goods in this situation.
3. Stock is limited at special offer prices and subject to availability.

### **DELIVERY OF GOODS TO YOU**

1. Coote & Co will arrange postage/delivery of the goods ordered by you to the address you provided at the time of order.
2. Delivery will be made as soon as possible and in any event within 30 days of your order.
3. You become the owner of the goods once your items have been dispatched. Coote & Co is not responsible for any items lost in transit.
4. Coote & Co does not accept any responsibility for items delivered to addresses incorrectly supplied by you. Coote & Co will not provide a replacement copy in the instance of an incorrect supplied address.