

HAYLOCK MARITIME

TERMS & CONDITIONS OF SALE OF PUBLICATIONS

How to order

Orders can be made by completing an order form, accessible at www.haylockmaritime.com, and emailing it to Haylock Maritime. Alternately, the form can be or faxed to Haylock Maritime on +61 (0)3 9439 2785, or mailed to the address below. Orders can also be made by phoning Haylock Maritime on +61 (0)3 9439 2780.

Prices

Prices are quoted in Australian Dollars and are subject to change without notice. All prices include GST. Only firm orders are accepted. Payment is required before orders can be processed. While every effort is made to ensure accuracy, currency fluctuations and other issues outside of our control may result in unforeseen changes to advertised information. Goods are not supplied on a trial or "sale and return" basis. Goods ordered by fax or post will be charged at the price current at the time of our receipt of the order.

Payment by credit card

Payment by major credit card (MasterCard and Visa) is accepted and ensures speedier processing of orders. Please indicate card holder's name, card number, date of expiration, card security code and billing address. Credit card orders can be sent to our direct fax: +61 (0)3 9439 2785 or via e-mail: sales@haylockmaritime.com.au

Payment by other methods

Cheques should be made payable to Haylock Maritime Pty Ltd and must be drawn on an Australian bank. Alternatively, please call +61 (0)3 9439 2780 to enquire about payment by Electronic Funds Transfer(EFT).

Delivery

Delivery within Australia using the regular mail services of Australia Post is included within quoted prices. Publications can also be sent via Express Post or Courier where requested. For Express Post, an additional \$10.00 per order is charged. For courier delivery, please call for a quote.

Backorders & Discontinued Lines

While we do our best to ensure the immediate availability of all items on our site, there may be occasions when a delay is experienced. All goods in stock will be despatched within two working days. We will make every effort to advise you if any goods will take longer than 5 working days to despatch. For your convenience, small back orders are automatically cancelled and in the unusual circumstances of a discontinued line, the order will not be processed. Orders paid by cheque or money order will be refunded by cheque. Credit card orders are cancelled with no charges billed.

Errors & Omissions

At Haylock Maritime, we work hard to offer you the most competitive pricing and accurate product information. Because of the dynamic nature of this industry (e.g. vendor price changes and other variables beyond our control), prices, promotions, versions and availability advertised are subject to change without prior notice. Please be assured of our every effort to ensure accuracy; however specifications, features, documents and graphics published may contain technical inaccuracies or typographical errors. Haylock Maritime makes no representations about the suitability of this information; it is provided "as is" without warranty of any kind. If an error is made or a product is listed at an incorrect price, Haylock Maritime shall maintain the right to refuse or cancel any orders placed. If the order has been confirmed and charged to your credit card, Haylock Maritime shall immediately issue a refund.

Returns Policy

Products will gladly be accepted for return on exchange if the product is faulty, defective, or if Haylock Maritime has supplied a product other than that which was ordered. Incorrectly ordered or otherwise unwanted products cannot be returned.

Claims

All claims for shortages or damaged items and requests for proof of delivery must be made within 30 days. Claims regarding payments and non-receipt of orders must be made within 30 days of receipt of statement. All claims must be submitted to fax +61 (0)3 9439 2785 or e-mail sales@haylockmaritime.com.au

Changes to Terms and Conditions

Haylock Maritime may add to, delete or otherwise change these terms and conditions without notice. It is the responsibility of the customer to read and understand these terms and conditions each time an order is placed.

Mailing address

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To request a quotation or information on publications, please e-mail sales@haylockmaritime.com.au