

Terms and Conditions of Sale of Merchandise and Publications

for Website Orders thru www.aib.org.au

1. Orders & Delivery

- All orders placed for merchandise or publications through the AIB web site are subject to confirmation and acceptance by AIB.
- AIB may vary prices in the event of price changes or mistakes made by suppliers on reasonable prior notice to you. If AIB requests payment for increased prices, you may cancel the order by giving notice to AIB, which must be received within 5 days of the announcement of the increase.
- AIB or its agent will deliver the merchandise or publications you order to the address you specify in your order, within the agreed time frame, subject to their availability. Where the merchandise or publications are not available you will be notified by AIB as soon as possible. Anyone at the delivery address who receives the merchandise or publications will be presumed by AIB to be authorised to receive it.
- Unless otherwise advised, AIB will despatch your order by local courier or by Australia Post. If you want urgent delivery we will require a purchase authorisation and the delivery will be charged additional delivery fees.
- If there is no-one at the delivery address or no-one to receive, AIB may charge you additional delivery fees.
- Once the merchandise or publications are delivered to you, you will own them and it is your responsibility if they are lost or damaged.

2. Returns & Refunds

- All merchandise or publications delivered by AIB which are damaged or defective may be returned within 7 days of delivery at no cost to the customer.
- AIB will happily provide a full refund or credit for merchandise or publications delivered from stock, excluding any freight component provided that the merchandise or publications returned are in their original packaging, unopened, and in saleable condition.
- If you have other outstanding invoices the refund or credit will be applied to the outstanding invoices and any balance refunded or held as a credit.
- Merchandise or Publications that were subject of a special order cannot be credited or refunded. A special order is something we do not usually stock and has to be ordered specifically for you. AIB will advise you if the product is a special order and cannot be credited or refunded. You must make sure you are ordering the correct product as errors in your ordering are not sufficient reason to credit

or refund a special order item. You may have to pay for a special order item in advance.

- Freight cannot be credited or refunded unless the AIB has sent the wrong merchandise or publications.
- AIB will process your refund by credit card if you pay by credit card. Other payments made in cash, cheque, EFT, paypal or thru bpay will only be refunded by EFT or cheque.
- You must present your original tax invoice as proof of purchase to obtain refund. We may not be able to find your invoice in our system, particularly for cash sales.

3. Prices & Payment

- All prices quoted in the website are in Australian Dollars (AUD).
- For each online order, you must pay the applicable price for the relevant merchandise or publications confirmed by AIB and the delivery and handling fee specified on the web site at that time.
- Your order and credit card details are safe and secure. All personal and credit card information provided to AIB is encoded using Secure Sockets Layer (SSL) technology, an encryption protocol that protects data as it travels over the Internet.
- At this stage AIB can only accept payments using the methods stated in the Payments section of this web site
- AIB are unable to accept COD charges.
- Payment must be cleared before the merchandise or publications are dispatched unless you have approved credit facilities with AIB.
- Prices and products on this web site may vary from prices and product ranges offered by AIB's retail sites.

4. Products

Specifications are those given by the supplier. Variations may occur.

Warranty provision is the responsibility of the supplier or their agent. AIB is not necessarily a warranty agent for all products listed on this website.

5. User Account

You agree to take responsibility for the safekeeping of your user name and password. You are liable if your user name or password is used by an unauthorised person. You agree to release and indemnify AIB in connection with any use (whether authorised or unauthorised) of your user name or password. AIB may suspend or cancel your account at any time without prior notice.

6. Privacy

AIB will not reveal your personal information to external organizations except for the purposes of fulfilling your order.

7. Liability

Any liability of the AIB in connection with merchandise and publications supplied to you will be limited to merchandise or publications supplied, the replacement of the merchandise or publications or the supply of equivalent merchandise or publications, subject to any non-excludable liability for breach of conditions or warranties implied by legislation and to the maximum extent permitted by law, at the election of AIB.

8. Changes To Terms

Each order is governed by the terms and conditions current when the order is placed. AIB may add to, delete or otherwise change these terms and conditions without notice. It is your responsibility to read and understand these terms and conditions each time you place an order.

15th November, 2010