



# HYEF Online Store Policy

## Our Policy

This policy includes rights you are entitled to under Australian Consumer Law.

Thank you for visiting HYEF Online Store (Donor Gifts). This website is operated by the Hsing Yun Education Foundation (HYEF). Purchases from the HYEF online store is subject to terms and conditions of the HYEF website. Please refer to the terms and conditions for the use of this website before placing an order.

## 1. Ordering

- You agree to provide current, complete, and accurate purchase and account information for all donor gifts you order with us. We will send your order and any communications to you at the contact details you provide and will not be responsible for any error in this information.
- Your submission of personal information through the store is governed by our Privacy Policy.
- Orders made on the HYEF Online Store are for personal use only and may not be purchased for commercial resale.
- The HYEF Online Store will send an email to confirm your order and to acknowledge receipt of payment to the email address you provide.

## 2. Pricing

- All prices on the website are for orders placed via the website only.
- All prices are listed in Australian dollars for delivery within Australia only.
- All descriptions and prices for our products are subject to change without notice, at our sole discretion.
- Payment will be taken upon order.

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### 3. Delivery

- Goods will be dispatched Tuesday to Friday during business hours only.
- An automated Shipment Confirmation email containing your tracking number(s) will be sent once your order has been dispatched. The tracking number will be active within 24 hours.
- Delivery fees apply.

#### *Local delivery*

- Local delivery within Australia is free for purchases above AUD 60.00.
- Please allow up to seven (7) working days for delivery within Australia.
- Please note that incorrect or insufficient details to ensure delivery may result in the following:
  - Delayed delivery
  - Lost parcel
  - Package/s returned
- HYEF Online Store is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

### 4. Refund, return or exchange

- The HYEF Online Store will take due care in packaging and delivering purchases to you.
- If you receive an incorrect product, please contact us immediately and we can arrange either a replacement, exchange, or refund as appropriate.
- Damaged and faulty products:
  - The carrier is responsible for products damaged in shipping, given that parcels are prepared with due care by HYEF Online Store.



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- If products are faulty under proper protection, please contact us for further arrangement.
- Delivery charges will only be refunded in the case that an error was our fault.
- The Store will not refund or exchange orders if you have simply changed your mind.
- To be eligible for an exchange or return, an item must be received by us within 30 days of you receiving the goods, with complete packaging and in resaleable condition.
- To complete your exchange or return, please provide a receipt or proof of purchase.
- You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.
- Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.
- Processed refund will be credited to the original method of payment within 30 days, subject to policies of your banking institution.
- The Store reserves the right to reject a return if any of the above conditions are not met.
- If you need to return an item purchased from the HYEF Online Store, send your item to: [Hsing Yun Education Foundation, 180 Berkeley Road, Berkeley NSW 2506, Australia.](#)

### 5. Cancellation

- Your order cannot be cancelled once the order has been shipped.
- Note that cancellations and refunds are not possible for the following product types:
  - eBooks and other Digital Content
  - Bulk orders where special pricing has been provided with Firm Sale terms



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- The HYEF Online Store reserves the right to cancel your order if an item is unavailable or if there is an error in the order, or the price or description of the item. The Store will notify you of its intention to cancel, before cancelling your order. We will promptly refund your payment upon cancellation.

### 6. Security

- The HYEF Online Store uses a contracted service provider (Stripe) to securely process your online credit card payments.
- While the Store contracts with a service provider to provide a secure system, we cannot take responsibility for the security of information during transit over the Internet.

### 7. Data privacy

- Please refer to the HYEF Privacy Policy

If you have any questions or issues with your order, please contact us at (02) 4272 0600 or [enquiry@hsingyunef.org.au](mailto:enquiry@hsingyunef.org.au).