



## **TERMS AND CONDITIONS**

### **Terms of Use Agreement**

The use of this website is governed by the policies, terms and conditions specified below. Please read them carefully. Your use of this website indicates your acceptance of these terms and conditions. Your placement of an order indicates your acceptance of these terms and conditions. Your submission of any purchase order to SKATESHOP.COM.AU indicates acceptance of these terms and conditions. These terms and conditions shall supersede any subsequent terms or conditions included with any purchase order, whether or not such terms or conditions are signed by SKATESHOP.COM.AU.

SKATESHOP.COM.AU reserves the right to make changes to this website and these terms and conditions at any time.

### **Order Acceptance Policy**

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. SKATESHOP.COM.AU reserves the right at any time after receipt of your order to accept or decline your order for any reason. SKATESHOP.COM.AU reserves the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. All orders placed must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. We may require additional verifications or information before accepting any order. SKATESHOP.COM.AU is a reseller to end user customers and does not accept orders from dealers, exporters, wholesalers, or other customers who intend to resell the products offered by SKATESHOP.COM.AU

### **Liability**

SKATESHOP.COM.AU is not liable for any losses or damages caused by this website or any website linked to or from this website. We reserve the right to refuse any order without giving reason. Upon cancellation of an order we will make all reasonable attempts to contact you using the details provided. All received monies will be refunded using the method received.

### **Delivery**

The delivery times provided by SKATESHOP.COM.AU are estimates only. SKATESHOP.COM.AU will not be held accountable for late deliveries or loss or damage relating to late deliveries. In the event that multiple items are ordered, part deliveries may be made where stock is not available. All reasonable attempts to notify you will be made using the details you provided. Please ensure you enter the correct delivery address. SKATESHOP.COM.AU can not be held responsible for incorrectly entered delivery addresses.

### **Acceptance of the goods**

The buyer is responsible for inspecting the goods for fault and notifying us within 5 working days of receiving the goods should there be a fault.

### **International Customs Charges**

\*Some orders may incur a customs or import duty charge. SKATESHOP do not have any control over these charges or are unable to advise what they will be, as it is based on your own countries regulations & compliances. For further information, please contact your local customs office.

\*All charges are to paid by the customer on delivery of order.

## Warranties

All warranties offered are the manufacturer's warranties and not that of SKATESHOP.COM.AU

### Skateboard Warranty

Your skateboard has a limited Warranty on faulty workmanship and materials for 60 days from the date of purchase.

Your skateboard Warranty does not cover:

- Exposure to excessive heat. Heat can damage the shape and lamination of the board
- Creasing of the Deck or the Slick
- Water absorption
- Accidental or forceful damage to the board
- Over flexed or broken boards
- Damage caused by leashes or other accessories
- Dents or depressions from the rider or foreign objects

Claims without proof of purchase will not be recognized by SKATESHOP.COM.AU and repair or replacement costs and freight, will be the customer's responsibility. All Warranty Claims must be authorised by the manufacturer or their agent before forwarding for replacement or repair. Under this Warranty the Manufacturer has the option to repair or replace any skateboard that shows faulty construction, this may alter the appearance of the board. Any skateboard that is glued or repaired by anyone other than the manufacturer will not be recognized as a Warranty. Boards not recognized as a warranty claim will be repaired at the manufacturer's discretion and all costs for repairs as well as other disbursements will be the customer's responsibility. Neither the seller nor the manufacturer shall be liable for any injury, death, loss or damage, direct or consequential, arising out of the use or inability to use this product. Before use, the user must determine the relevant product for their needs before use and assume all risk and liability whatsoever in connection therewith.

Caring for your skateboard:

- Don't expose your board to excessive heat.
- Don't leave your board in or on your car on a hot day.
- Don't leave your board in direct sunlight or on hot sand. \
- Don't over flex your board.
- Don't ride your board onto rocks, reef or the shore.
- Do keep your board in a cool, dry and shady place.
- Be Safe, Be aware, and always use common sense when skateboarding.

## Pricing

Prices are subject to change without notice. There may be duties and taxes added to your package by the destination country. You will be responsible for these upon delivery and are not included in your order total. All credit cards are charged in Australian Dollars. Non-Australian currency figures are all approximations based on an exchange rate.

## Pre Orders

You will not be charged for a pre-order item until the day the item is shipped.

Please note that delivery time for your pre-ordered item may change. To get an updated ETA of your pre-ordered item contact customer service at [customerservice@SKATESHOP.COM.AU](mailto:customerservice@SKATESHOP.COM.AU) or Free Call XXXX

Please be aware that any multiple item order containing a preorder item will not be shipped until the preorder item is ready for despatch.

## Refunds & Returns

1. Returns must be in as new condition with tags attached unless faulty.
2. Faulty goods will be dealt with as per the manufacturer's warranty.
3. Special return offers apply to individuals only.
4. Due to health regulations, we are unable to exchange or refund on any underwear or ear ring purchase.
5. We recommend sending returns via registered post as we do not accept responsibility for lost items
6. We will happily exchange or refund your item provided the item and its packaging is in its original condition with the

original tags attached. See below for the time frame your exchange or refund must be made in:

Exchanges (full price items) – 3 months from date of purchase

Refunds (full price items) – 1 month from date of purchase

Refunds & Exchanges (sale items) – NOT AVAILABLE

REFUNDS AND RETURNS ARE NOT AVAILABLE ON FREE PROMOTIONAL ITEMS OR SALE ITEMS

### **Order cancellations**

If notified before goods have been dispatched, SKATESHOP.COM.AU can accommodate order cancellations. If items have been shipped, SKATESHOP.COM.AU reserves the right to refuse order cancellation or charge a cancellation fee should we be able to request the return of the package from our delivery service.

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### **Typographical Errors**

In the event a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information received from our suppliers, SKATESHOP.COM.AU shall have the right to refuse or cancel any orders placed for product listed at the incorrect price. SKATESHOP.COM.AU shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, SKATESHOP.COM.AU shall immediately issue a credit to your credit card account in the amount of the charge.

### **Links**

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