

# Web Site Policies

## How to Order

### Online

Use our secure online transaction system to purchase your goods.

### Offline

You can create and process an order using the website's online catalogue. Our system is fully secure but if you'd rather not put your credit card details online, you will have the option of printing your order out or saving it onto your computer.

From there you can.

- Fax
- Phone
- Mail
- Email

## IMPORTANT NOTES

1. The amount of your order as calculated by our online catalogue will not include freight, which cannot be calculated until the final weight/size is known (see shipping below for more information). The final credit card debit will be altered to include shipping costs.
2. DO NOT send credit card details via normal email. You can email an order and then phone or fax us your credit card details. The Bead Gallery accepts no responsibility for security of data transmitted via unencrypted email.

## Security

Our website uses SSL (Secure Socket Layer) with 128-bit encryption. Credit Card details are securely collected at the time of payment only and are not retained on our database.

## Currency

All prices quoted are in Australian Dollars (AUD) and include the Australian Goods & Services Tax 10% (GST).

International customers are exempt from the GST, and it will be deducted from the account at the time of purchase.

## Payment Methods

We accept Visa, Bankcard and Mastercard. Money orders are accepted, or you can do a direct bank deposit.

## Freight & Insurance

### Australia Wide

Ordered goods will be dispatched by Parcel Post to anywhere in Australia. Current Freight costs are as follows:

	Up to 500 grams	501grams to 3kg
Parcel Post	\$4.50 (excludes books)	\$8.10 (includes books)
Express Post	\$6.50 (excludes books)	\$9.50 (includes books)

Registered Post - add \$4.00 (includes insurance coverage to \$100). Additional insurance can be arranged at \$1.05 per \$100.

### **International**

- Australia Post Air Mail or International Parcel Service
- UPS

### **Lost or Damaged Goods**

All goods are inspected and wrapped in secure protective packing prior to dispatch. If goods are lost or damaged during transit we will replace them, please email us at [sales@beadgallery.com.au](mailto:sales@beadgallery.com.au) or ring us at 07.47211122.

### **Returned Merchandise & Refund Policy**

You may return goods with 14 days from the day we dispatched the goods to you. Goods returned within this period are subject to a 20% handling charge, however this charge will not be applied if the goods are faulty. We do not give refunds therefore any returned goods may be exchanged for other goods (less the 20% handling charge). Sale items or end of range items will not be exchanged. We do recommend that you choose carefully.

### **Out of Stock Items**

We make every effort to keep a reasonable stock of all products, however we can not guarantee specific items will be available at all times. We do not maintain a back order system, but we will retain a listing of all goods not supplied and when we have these items back in stock we will try to notify you.

### **Variations in Product Colours**

Manufacturer's product ranges can change and variations in colour can occur from previous supplies, while we make every effort to match products we can not guarantee this.

### **Security & Privacy**

We take your security and privacy very seriously.

#### **Privacy**

The Bead Gallery view the protection of your privacy as an integral part of its commitment towards complete accountability and integrity in all its activities and programs. This commitment is supported by the new laws dealing with personal information about you that is stored or received by The Bead Gallery.

Consequently, we will:

- Only use personal information provided by you for the purposes for which it was collected and for any other authorised use.
- Not disclose your personal information to a third party and will take all necessary measures to prevent unauthorised access or disclosure.
- Ensure that your personal information is not disclosed to other institutions and authorities except if required or authorised by law.

## **Security**

The Bead Gallery have established an online eCommerce system with RealTime payment options. This is undertaken with Verisign.com.au and all online transfer of sensitive details will be via their highly secure website. See below for a brief description of the verisign process and their data storage capabilities.

### Centralised and Secure Data Management

Data is hosted in VeriSign's high-security, fully redundant, risk-free data center. All transactions between consumers and VeriSign occur over secure 128-bit SSL connections.

### **How secure is the VeriSign payment platform?**

A critical concern for electronic commerce is the secure transmission of data. To protect consumer data during transmission, VeriSign uses the latest 128-bit SSL encryption technology that securely passes transaction data to the VeriSign gateway. However, an even bigger security threat to electronic commerce is the storage of sensitive data. To prevent data compromise in the storage server, VeriSign stores sensitive transaction information on secure systems that cannot be accessed through the Internet. Furthermore, VeriSign uses hardware and software firewall technology and additional encryption technology to eliminate all opportunity for intruders to break into a server and compromise information.

