



## **Terms and Conditions**

### Copyright:

All content on this website, [www.ltav.org.au](http://www.ltav.org.au), is subject to the Australian Copyright Act and cannot be replicated, sold, communicated or downloaded without permission from the copyright owner.

Products purchased from the website are not to be redistributed in any way.

### Liability:

LTAV cannot guarantee that all information on the website is free from errors or omissions, or that all information is up to date.

LTAV will not be liable for any damages or claims to individuals or property arising directly or indirectly from the use of any information or resources provided by LTAV.

### Third-party websites:

LTAV provides links to third-party websites for information purposes only. LTAV does not sponsor, control, endorse or approve the content provided by these third-party websites. LTAV waives all responsibility and liability for these third-party websites and their content. By accessing these third-party websites, you accept the conditions set out by the third-party website terms and conditions.

### Indemnity:

By accessing our website, you agree to indemnify and hold us harmless from all claims, actions, damages, costs, and expenses including legal fees arising from or in connection with your use of our website.

### Jurisdiction:

These Terms and Conditions are governed by and construed in accordance with the State of Victoria, Australia. In the event that a dispute arises from these Website Terms and Conditions, each of LTAV and you agree to submit to the non-exclusive jurisdiction of the courts of Victoria, Australia.

### Website updates:

The LTAV website is constantly updating software and content. By accessing the LTAV website you are agreeing to the new updates.

### Conditions of sale:

Until the order has been accepted, processed, and an order confirmation has been sent the agreement of sale is unconfirmed.

Payment is accepted in the form of credit card (Visa and Mastercard). The total cost, including postage and GST, will be provided at the checkout in Australian dollars.



# LTAV

## Laboratory Technicians' Association of Victoria

ABN 96 439 156 002

We currently do not provide gift cards or store credit.

All product and postage costs are subject to change.

### Postage and delivery:

Postage costs are added at the checkout. Each item will incur its own postage cost.

Australia:

*Postage:* \$4.50 Australia wide.

*Delivery times:* We aim to ship the product within 3-7 business days of order confirmation. Exact delivery times will vary depending on the courier used, but average delivery time should be 3-7 days.

International:

*Postage:* Postage cost will vary from country to country. The final postage cost will be provided at the checkout, and will vary depending on the shipping address region.

*Delivery times:* We aim to ship the product within 3 business days of order confirmation. International delivery times will vary from country to country. The order will be shipped through Australia Post international shipping, Standard shipping.

### Downloadable content:

Downloadable products will become available to the purchaser once payment has been processed.

A link to the product will be provided and the purchaser will have 7 days to access this link.

### Refund policy

Change of mind refunds are not accepted. However, our change of mind policy does not affect or limit your consumer law rights and the consumer guarantees under those laws in any way.

Under the Australian Consumer Law, if you are unhappy with a product due to damage, faulty product, or the product does not match the description, you may be entitled to a refund or replacement. Please notify LTAV within 7 days of receiving the product(s) if the product is damaged, faulty, or does not match the description. Please contact us in writing via [info@ltav.org.au](mailto:info@ltav.org.au) and include a description of the damage or faults, photos of the damage or fault, and your preference for either a replacement to be sent out or a full refund (excluding postage) to be received. You will receive written confirmation on the outcome of the request.

- If a replacement is provided, it will be posted free of charge to the address of the original order.
- If a refund is provided, the cost of the product(s) will be refunded to the credit card used at the time of original purchase.



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### Concerns and complaints:

All complaints and all issues relating to shipping and delivery, product quality, membership subscription, Listserv use, and website difficulties can be addressed to [info@ltav.org.au](mailto:info@ltav.org.au). We will aim to respond to your enquiry as speedily as possible.

### Membership subscriptions:

Please see our membership page <https://ltav.org.au/membership/> for membership subscription information.

Membership belongs to the laboratory technician, not the school, however if you move schools it is your responsibility to inform LTAV of your new contact details. LTAV is not held responsible for any unreceived Lablines due to a change in a members' postal address.

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