

Website use and RAQ Online Shop Terms of Service

When you interact with the RAQ, these are our Terms and Conditions.



General Terms and Conditions

- Please ensure that all information provided relation to your order is accurate, complete and up to date
- Payment for delivery, the price of the goods and any fees as shown on the website will complete your order
- The order becomes effective upon a successful payment transaction being confirmed. Once an order is confirmed it cannot be cancelled
- We are unable to accept liability if the delivery of your goods are late or if stock is not available in time for scheduled delivery.
- Risk in the Goods passes to you on delivery. We do not accept liability for any loss, theft or damage to the goods after delivery.
- RAQ warrants that the Goods or Services are fit for their usual purpose and meet any description we have provided.
- We will try to assist you if you wish to return Goods unused, however we may require you to pay for costs we will incur as a result. Some Goods are not returnable if they are not resalable.
- If we cannot accept your payment transaction, the order will not be processed, and we will contact you if this occurs.
- Pre Orders - RAQ from time to time receive special offers. These offers require payment up front to secure an order from the supplier as per the stated conditions. We will endeavour to provide these items as per the advertised conditions, however there are times when delays occur which are outside our control. We will endeavour to advise you of any changes to the expected delivery times. Should an item no longer be available, RAQ will provide at the customer's choice a full refund or a shop credit.

Delivery Information

Delivery is by Australia Post. We offer Standard Parcel Post as well as Express Parcel Post, without Insurance. Every effort has been made to verify postage charges, however in some instances we may need to adjust postage rates to ensure we cover our actual cost. We will contact you if this happens. You can elect to cancel the order at this time. Where possible we will provide you a tracking number.

Delivery times (Excludes handling time):

- Standard Parcel Post is 3 to 6 days.
- Express Parcel Post is 1 to 3 days.

Payment

Our PayPal payment methods ensure that your data is kept secure.

For EFT payments use:

Defence Bank BSB - 833205

Account Number - 20682037

Account Name - RAEME Association Queensland

Warranty Information

This warranty is provided by RAEME Association Queensland Inc

Returns Policy

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. If an item is found to be defective in material or workmanship for a period of 30 days from the date of purchase the product will be replaced free of charge. For a major failure you can choose between a full refund or replacement (Excluding postage costs). For a minor failure we can choose to either repair or replace the item.

This returns policy does not cover a product:

- you no longer want or have changed your mind about;
- you have found at a cheaper price elsewhere or made a wrong selection;
- you knew had faults prior to your purchase;
- you have requested despite advice that it may not meet your needs;
- has been modified in anyway;
- fails due to damage caused by fire, excessive heat, floods, wreckage, explosion, damage caused by abuse or neglect

You are ineligible for any replacement product if you are not the original purchaser. Our warranty is not transferable or assignable as a result of a third-party transaction.

How to Make a Claim

Should you find a product faulty, you should cease using the product and contact us as soon as possible.

To claim a warranty contact merchandise@qld.raeme.org.au

It is your responsibility to provide proof of purchase for any warranty claim. Please keep your proof of purchase - e.g. your invoice. It is your responsibility to pay any reasonable postage costs for returning any item.

The benefits provided to a consumer by the warranty are in addition to other rights and remedies available to the consumer under the law.

Donations

Thank you for your donation to RAQ. 100% of donations help RAQ fund activities within the Association and Nationally. RAQ does not hold Charity Status, so whilst these are very welcome, they cannot be claimed for taxation purposes.

Cookies

The association website uses cookies. A cookie is a small file of letters and numbers the website puts on a device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish users of the website. This improves the experience and the Association website(s).

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if cookies are blocked, be aware that your browsing experience and the association website's functionality may be affected.

RAQ Member Discount

All approved financial RAQ members can receive a 'member price', which is a discount of the published retail price. To receive this discount, members must login to their online account prior to finalising a purchase. Failure to login first will void any member discount and members will pay the retail price.

An approved member is where a subscription application for membership which has been provisionally approved. We cannot refund the difference between the member price and retail price post purchase. If you are having trouble logging in, please contact the webmaster at webmaster@qld.raeme.org.au

Privacy Policy

The Association values and respects the privacy of the people we deal with and is committed to protecting your privacy and how we maintain the quality and security of your personal information. We use your personal information for many purposes in connection with our activities, including the following:

- provide you information or services that is requested from us;
- deliver to you a more personalised experience and service offerings;
- improve the quality of the services we offer;
- internal administrative purposes

Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where it is reasonably expected to disclose your information. For example, we may disclose personal information to our third-party service providers to facilitate sales, functions or events, to our professional service providers or where required to by law.

The association will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our databases / records;
- taking measures to restrict access to only authorised personnel who need that personal information to effectively provide services;
- having technological measures in place (for example, anti-virus software, fire walls, etc)

IP Address logging

We log the computer IP addresses of all visitors and purchasers on our website. We will report all fraudulent or criminal activities to the appropriate authorities.