

HTAV BOOK SALES AND RETURN POLICY

Introduction	HTAV is a small publisher and retail sales outlet. We aim to provide great service and minimise the costs to our customers. This policy describes terms and conditions that enable HTAV to cover the costs of its publishing and sales operation and invest in future titles.
Prices	<p>All prices are GST-inclusive and subject to change without notice. HTAV trades in Australia only.</p> <p>Trade discount applies to booksellers that have an account set up with HTAV. Discounts are also offered to HTAV members when they log into the HTAV Shop.</p>
General Terms	<p>HTAV accepts payment by credit card or purchase order.</p> <p>HTAV members who have an account set up through the HTAV Shop may use a purchase order for their goods to be charged to their school. A valid purchase order number must be provided at the time of purchase. Please contact books@htav.asn.au if you experience any issues.</p> <p>New customers must provide full payment with their first order before goods can be delivered.</p> <p>Vouchers must be used within one transaction within 12 months of issue and cannot be exchanged for cash.</p>
Postage and handling	<p>Postage and handling charges apply to all orders. HTAV does not ship orders overseas at present.</p> <p>Goods are sent as a standard delivery through Australia Post or via courier as indicated by the quote.</p> <p>Items relating to HTAV merchandise and apparel will be supplied by a 3rd party supplier, and additional postage costs will be incurred and will be displayed at the time of order.</p> <p>Postage costs for orders placed by phone or email (or otherwise entered manually): According to table rates provided here.</p> <p>Postage costs for orders placed online via the HTAV Shop (www.htavshop.com.au) HTAV Shop (online store) postage and handling rates may differ from above table rates, as these are calculated by the site.</p>
Delivery times	Please allow 5–10 working days for the processing and dispatch of book orders. It will usually be quicker than this, but it can get very busy during peak book-listing times.

Collection from office	<p>Orders received by HTAV marked 'Goods to be collected' must specify a collection date that is within 10 business days of the order, unless otherwise arranged.</p> <p>HTAV takes no responsibility if goods are no longer available after that date. Customers will be notified if goods are not available by the requested date.</p> <p><u>Customers must wait for confirmation by HTAV staff of the collection date and time, as our office is not always attended.</u></p>
Orders and backorders	<p>HTAV does not consolidate orders. Goods ordered are supplied subject to availability.</p> <p>Pre-orders for forthcoming titles will be treated as backorders and incur separate postage and handling charges.</p>
Returns	<p>Sales are made on a FIRM ORDER basis. HTAV cannot accept returns of customers' overstock. RETURNS are allowable only in the following circumstances:</p> <ul style="list-style-type: none"> • transit damaged/faulty • titles incorrectly supplied by HTAV. <p>HTAV cannot accept returns due to change of mind, or for clearance items.</p> <p>Return claims must be made within 30 days of the date of invoice. Claims should be directed to books@htav.asn.au and specify the relevant HTAV invoice number. Returns will not be accepted without prior authorisation.</p> <p>HTAV does not carry the costs related to the return of goods, except where goods were incorrectly supplied or damaged.</p> <p>We are unable to refund eBook purchases if the eBook code has been activated as it is deemed as used and unable to be resold. Please select carefully when purchasing an eBook. If you have not activated your eBook code, please contact us so we can assess eligibility for a refund/exchange.</p>