

In Terms of Use

Welcome to the Creative Kids Supplies Internet Site. This site is owned and operated by Creative Kids Supplies ABN 27320784467. Please review the following terms, conditions and disclaimers 'Terms of Use' which govern your use of and purchase of products from our site. By accessing, browsing, or using this site, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use. If you do not agree to these Terms of Use, then please do not use this site.

Governing Law

Creative Kids Supplies controls and operates this site from its offices within Queensland, Australia. The laws of Queensland govern these Terms of Use. You and Creative Kids Supplies agree to submit to the non-exclusive jurisdiction of the courts of the State of Queensland. If you choose to access this site from another location, you are responsible for compliance with applicable local laws.

Payment Details

All Prices on the Site are in AUD and include GST. We accept online payment by Visa, MasterCard and PayPal. By placing an order on the Site, you warrant that (i) all payment information provided by you is truthful and accurate; (ii) the credit card or PayPal account you use for your order has sufficient funds to cover the full transaction amount of your order (i.e. purchase price plus applicable Duties & Taxes and shipping/handling charges), and is active and has not expired or been cancelled; and (iii) you are the holder (or an authorised user) of the credit card or PayPal account you use to pay for your order, and you authorize the full amount of your order to be charged to your designated card or PayPal account.

All payment processing for purchases made on this Site is handled through the e-commerce service vendor PayPal. If you pay by credit card, at checkout, PayPal may perform a standard pre-authorization check on your payment card to ensure there are sufficient funds to fulfil the transaction. If the issuer of your payment card refuses to or does not authorize payment for whatever reason, you will be notified of this immediately during checkout. Your card may also be declined if (i) billing information given does not match the bank records, (ii) your card has expired or been cancelled by the issuing bank, or (iii) a potential fraud or security risk has been detected on your card.

Upon successful checkout your credit card or PayPal account (as applicable) will be charged the full transaction amount. "Successful Transaction" means the occurrence of the following: (i) you confirm and submit your order; (ii) we accept your order; (iii) if you pay by credit card PayPal successfully completes a pre-authorization check on your card and (iv) your card's issuing bank or PayPal (as applicable) has not declined the transaction for any reason.

Back Orders

Unfortunately, some products may be temporarily out of stock, please contact us at sales@creativekidssupplies.com.au to request back orders.

Prices

All prices on this Site are in AUD and are GST inclusive.

GST

Creative Kids Supplies is registered for GST and will issue a tax invoice, which clearly identifies the GST component. Schools, childcare facilities, other educational institutions, and most registered businesses will receive a 100% refund of any GST paid when they lodge their GST returns.

Freight & handling

Creative Kids Supplies has two bands of Freight & handling. Pricing will be calculated on the following rates at checkout.

The first band is "local" pricing for customers in the Bundaberg and Fraser Coast region, in the following postcodes; 4650, 4655, 4659, 4660, 4662, 4670, 4673

- Orders under \$99 \$10.00
 - \$100 + Free Shipping
- Delivery by: our Creative Kids Supplies Van, Australia Post or StarTrack.

The Second band is for customers outside of the above listed postcodes will be charged the below rates for Freight and handling:

- Orders under \$ 74.00 \$10.00
- \$ 75.00 to \$149.00 \$15.00
- \$150.00 to \$299.00 \$25.00
- \$300.00 to \$599.00 \$35.00
- \$600 + Free Shipping

The Second band of Freight charges relate to deliveries everywhere else in Australia (all other postcodes besides those that are listed in Band one Freight & Handling pricing). Delivered by: Australia Post and StarTrack.

In the case of overseas orders please email us on sales@creativekidssupplies.com.au prior to placing order so we can discuss Freight and Handling charges with you.

Orders are dispatched regularly but can take up to 5 days to be posted so please allow 1 – 2 weeks for shipping to arrive at your desired location. Delays can occur due to unforeseen circumstances and logistical complications. For more information and to check on orders please contact – info@creativekidssupplies.com.au

(*Postcode ranges may change at anytime.)

Damages and Claims

Subject to legislative requirements which cannot be altered by contract, and at our discretion, customers are entitled to receive a replacement or refund or equivalent amount of credit, if they receive goods that are over or short supplied, not ordered, damaged or faulty. Notification must be made to us on telephone number 0400600720 or via email info@creativekidssupplies.com.au within 7 days of receipt of goods. Failure to advise us within 7 days may result in your request being declined.

Once approved, we will issue a Returns Authority Number and provide you with details of how to return the goods. Goods should not be returned without receiving a Return Authority Number from us, as this will delay or may invalidate any claim.

Approved returned goods must be received by Creative Kids Supplies complete and in the original packaging and condition in which they were delivered to you, for a credit to be issued.

If you change your mind about a product after delivery, we may at our discretion provide you with a refund or an equivalent amount in credit. In all instances you will be responsible for the return shipping/freight fee. A return request must be made to us on telephone number 0400600720 or via email info@creativekidssupplies.com.au within 7 days of receipt of goods.

Once a return request has been approved, we will issue you with a Return Authority Number and provide you with details of how to return the goods. Goods should not be returned without receiving a Return Authority Number from us, as this will invalidate any claim. All returned goods must be received complete and undamaged for the claim to be processed.

Product Warranty

Each item is intended for use only for the purpose described and not for any other purpose. Naturally, any item to be used by a child requires careful adult selection and use should be under proper adult supervision. Items must only be used by children of an appropriate age. Guidelines are given but the selecting adult, taking into account the nature of the child concerned, must make the final decision. Creative Kids Supplies offers a standard 6-month warranty on all products. A photographic image may be required to support your warranty claim. In the instance that the Creative Kids representative deem the product to have been misused your warranty claim may not be honoured.

Design Changes

We reserve the right to vary the specifications or performance criteria of any item from time to time and to obtain items from different sources, at our absolute

discretion. We may do that without prior notice provided we have reasonable grounds for believing that the alternative item offered is substantially similar to that previously offered or represents an improvement.

Copyright

The Creative Kids Supplies Logo, Homer in House, Homer, Roxy and Izzy characters, our brochures and flyers, images and website content including copy and images cannot be reproduced (in whole or in part) in any form without the express permission of Creative Kids Supplies.

Disclaimer

We believe the information in the website is correct at the time of publishing, but no representation or warranty is given with regard to the accuracy of such information.