

## TERMS OF USE

### TERMS AND CONDITIONS OF TRADING

The Elk Accessories website [www.elkaccessories.com.au](http://www.elkaccessories.com.au) is made available to you pursuant to these trading terms and conditions which are legally binding. Please read through these carefully before making any purchase from this website. Your subsequent purchase will indicate your acceptance of these terms and conditions.

These terms and conditions may be modified from time to time and your continued use of this site and any subsequent purchases made, shall signify your agreement to be bound by any changes.

### COPYRIGHT

All designs and photographic material are subject to copyright and are wholly owned by Elk Accessories. No photographic material represented on the Elk Accessories website may be used without prior written authorisation.



## PURCHASING FROM [www.elkaccessories.com.au](http://www.elkaccessories.com.au)

### BILLING

We accept payment for your purchase by either Visa® or MasterCard®.

Please ensure you enter your details correctly including your phone number so we can contact you if need be. The name on the credit card used for payment must match the billing name on the order. We reserve the right to cancel any order which we determine does not meet this requirement.

You will have the opportunity on the order form to list a third party recipient with a different address if your purchase is a gift. It is important you enter the correct shipping information to ensure the parcel is delivered correctly.

### CURRENCY

All product and shipping prices quoted on the website are in Australian Dollars (AUD). All transactions are settled in AUD.

Some credit providers may charge additional fees, please contact your credit provider for more information. This is particularly important for overseas purchases as correspondent bank charges and currency conversion fees will most likely apply.

### GST & TAXES

All purchases delivered to an Australian postcode incur the standard Government Goods and Service Tax (GST). All prices quoted on line include GST.

Purchases shipped to an International address are exempt from Australian taxes. The prices listed do not include any overseas duties, customs or import charges which may apply. Any additional International charges will be at the expense of "you" the purchaser and will not be covered by Elk Accessories.

### SHIPPING & ORDER TRACKING

Elk will ship to any Australian address (no PO Boxes) and to most\* International addresses using a contracted courier service. Your delivery MUST be signed for. Any risk will be passed to you and or any other person who signs for the receipt of the delivery.

Please note, we cannot accept responsibility for delays in delivery due to unforeseen circumstances such as natural disaster, strike, transport complications etc.

It is your responsibility to provide accurate delivery and address details. You have the opportunity to list any specific or special delivery instructions in the "special requests" section of your order. Please do not assume anything - the more information we can give our couriers the better the service and speed of delivery.

Should the nominated courier be unable to deliver your parcel due to either incorrect information provided by you or if there is no one to sign for and physically receive the parcel, a re delivery fee will apply. This fee will be charged to the credit card provided and is non-negotiable.

### WITHIN AUSTRALIA

Shipping Rate

Flat \$10.00 to all Australian addresses for all orders

Delivery

Please allow 3 - 7 working days for delivery

Confirmation Your order will delivered by a courier nominated by Elk Accessories during the business week and your signature is required upon delivery. Therefore we recommend a work address for delivery. PO Boxes are not accepted. Should you not be present to sign for the shipment, a re delivery fee of \$15.00 may apply.

Carrier We will use either TNT or Australia Post Registered Mail to deliver your order. A tracking number will be issued via e-mail to the e-mail address you provide which will enable you to track the progress of your parcel once it is booked.

#### NEW ZEALAND

Shipping Rate Flat \$15.00 to all New Zealand addresses for all orders

Delivery Please allow 3 - 7 working days for delivery

Confirmation Your order will delivered by a courier nominated by Elk Accessories during the business week and your signature is required upon delivery. Therefore we recommend a work address for delivery. PO Boxes are not accepted. Should you not be present to sign for the shipment, a re delivery fee may apply. We will attempt 3 times to deliver your parcel. After the first failed attempt you will have the opportunity to change your delivery address with your local courier depot using a card left at the original address to one more convenient.

Carrier We will use in most cases Fed Ex or Australia Post International Courier to deliver your order. A tracking or reference number will be issued via e-mail to the e-mail address you provide which will enable you to track the progress of your parcel once it is booked.

Other Duties All prices are in Australian Dollars (AUD) and include Australian taxes (GST). The prices listed on the website do not include any relevant overseas duties or customs charges which may apply. Any other charges must be paid by you the purchaser.

GIFTS: Please note, if you are buying a gift to send to someone outside of Australia, taxes and duties may apply when the goods enter the destination country. To avoid the recipient of the gift having to bear these expenses - we are able to estimate these costs and on charge these to you on a case by case basis. If this is relevant - we will e-mail you before completing the transaction to discuss the charges.

#### OTHER COUNTRIES

Shipping Rate Flat \$15.00 to most\* International addresses unless advised a different rate depending on destination and size of shipment

Delivery Please allow 7-10 working days for delivery

Confirmation Your order will delivered by a courier nominated by Elk Accessories during the business week and your signature is required upon delivery. Therefore we recommend a work address for delivery. PO Boxes are not accepted. Should you not be present to sign for the shipment, a re delivery fee may apply. We will attempt 3 times to deliver your parcel. After the first failed attempt, you will have the opportunity to change your delivery address with your local courier depot using a card left at the original address to one more convenient.

Carrier We will use in most cases Fed Ex or Australia Post International Courier to deliver your order. A tracking or reference number will be issued via e-mail to the e-mail address you provide which will enable you to track the progress of your parcel once it is booked.

Other Duties All prices are in Australian Dollars (AUD) and include Australian taxes (GST). The prices listed on the website do not include any relevant overseas duties or customs charges which may apply. Any other charges must be paid by you the purchaser.

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\* We are able to deliver orders to most international addresses. Should we be unable to send an order to you for reasons beyond our control, you will be informed by e-mail as soon as possible and the transaction will not be processed.

#### **ORDER CONFIRMATION**

Confirmation of the order will be sent to your e-mail address reconfirming delivery/shipping details, charges and any other relevant information. Please respond immediately should you need to make any changes as we aim to ship within 24 hours.

## **ORDER CANCELLATIONS**

Cancellation by Elk: Elk Accessories reserves the right to cancel any order.

Cancellation by Purchaser: Should you wish to cancel an order after payment has been accepted, please contact Elk Accessories by e-mail at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au) within 24 hours. If you cancel the order after it has been shipped, freight charges will not be refunded. Cancellations after this time will be at the sole discretion of Elk Accessories.

## **SIZING & PHOTO REPRESENTATION**

Information about product sizes can be provided on request. Please e-mail us at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au) should you require more details on a specific product.

The website offers an accurate as possible representation of the product and its colour. Slight variations in colour may occur as the products are mostly handmade and are made from natural materials. Colour representation may also vary slightly due to computer image quality and screen settings.

## **PRODUCT RETURNS & REPAIRS**

All sales are FINAL. Exchanges/refunds are not accepted, except in the case of defective goods or an incorrect shipment. You must advise us within ten (10) working days of receiving your order if there is a defective item. Proof of purchase is required. Please use either the receipt shipped with the goods or the e-mail sent to you at the time of order.

Please contact us on +61 3 94781800 or by e-mail to [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au) to obtain a return authority number before sending back your goods. Upon receiving the item, we will send you a replacement in the same colour and size. In the event the particular item has sold out and cannot be replaced, we will offer you a full refund for that piece or an exchange.

You may not return any item purchased on line to one of our independent retailers.

The item to be returned must be returned with the original swing tickets, packed safely for the return transport and clearly marked as follows:

### **ELK ACCESSORIES**

Attention: Returns Department  
435 Plenty Road  
Preston Victoria 3072 Australia

We will organise and ship the faulty item at our expense\*. We will determine the most appropriate method of returning the goods on a case by case basis.

\* We will incur all shipping costs if the item is deemed to be faulty – we will not cover shipping costs for items which are broken or damaged due to mistreatment or harsh wear.

We will assess the goods when they are received and either replace with the same style, colour and size or if in the event the item is sold out, we will issue you a full refund on the original purchase price OR we will offer the opportunity to exchange the sold out item for another product – any difference in price to either be credited or charged accordingly.

## **EXTENDED RETURN POLICY FOR LEATHERGOODS**

Our leather goods are intended to wear with age (refer to Product Care) and are made carefully and sturdily. We offer you an extended product guarantee for 3 months from the date of purchase covering lining, stitching and hardware.

Should you wish to claim a faulty leather item, please contact us on +61 3 94781800 or by e-mail to [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au) to obtain a return authority number before sending back your goods. We will assess the item when it is received. We will not refund on an item which is deemed to be due mistreatment or harsh wear and tare. The warranty extends only to faulty workmanship or hardware.

## **PACKAGING & GIFT WRAPPING SERVICE**

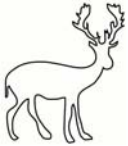
### **PACKAGING**

If gift wrapping is not required, all items are packaged in an elk bag and will be packed in either bio degradable bubble wrap or tissue paper.

### **GIFT WRAPPING**

We are pleased to offer a complimentary gift wrapping service. Please indicate your wish to have your purchase gift wrapped when asked in the final stages of your purchase.

Unfortunately we are unable to wrap multiple individual items unless expressly authorised. Please e-mail us if this service is required. This request will be assessed on a case by case basis.



## PRODUCT CARE

Elk Accessories products are unique. Due care is required to ensure your accessories look good for as long as possible. With this in mind, we offer you the following handy hints to care for your products.

### JEWELLERY

All Elk Jewellery is handmade. We predominantly use natural materials including wood, coconut wood, mother of pearl (shell), freshwater pearls, semi precious stones and sterling silver. We do sometimes use synthetic materials such as resin, brass and plastic.

All jewellery should be kept clean and dry. It is vital you ensure you do not spray the jewellery with any liquid including water, perfume, hair sprays etc. Timber jewellery is hand dyed and we cannot guarantee its colour fastness if it is not kept dry. The use of body oils or moisturisers may also contain some chemicals which may effect the colour of the jewellery. Should you wish to obtain more information on caring for a specific product, please email us at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au).

Most findings used are either sterling silver or silver plated brass. We aim to ensure all of our metal products used are nickel free, this however cannot be guaranteed 100%.

Some inconsistencies may be apparent in some materials - especially in items made from timber. These products are hand cut, hand dyed and these natural marks add to the overall appearance, they are not faults.

Handling each piece with care is integral to the longevity of your jewellery. Keep each item in a dry, safe place and preferably in the bag you receive it in. Our jewellery is handmade some pieces are delicate. Elk bears no responsibility for jewellery which is damaged from harsh treatment or careless wear.

### LEATHERGOODS

We use the finest quality leathers to make our leather goods. The leather is intended to age with wear and crushed, matte and rough finishes are intentional giving the leather a distinctive look. Slight variations in colour, grain and texture are all part of leathers unique characteristics.

Do not allow the hardware to get wet.

Protective sprays can be used on most of Elk's leather goods however Elk cannot guarantee the suitability of any chemical you spray onto the leather and will not be responsible for any damage which may be experienced as a result.

We use mostly colourfast leathers. We recommend you treat the leather with care and store it in a dry environment away from direct sunlight, preferably in the care bag provided.

For more item specific care information, please email us at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au).

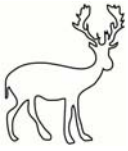
### TEXTILES

Elk Accessories uses where possible pure textiles and organically grown fibres if available. Please treat with care your textile product. For the best care information - please refer to the labels attached to your product. Further information on care for specific items can be obtained by e-mailing us at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au).

### SAFETY & SECURITY

#### The SSL Certificate

We use Secure Sockets Layer, 128 bit SSL or higher, which is the standard security technology for creating an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browser remain private and integral. SSL is an industry standard and is used by millions of websites in the protection of their online transactions with their customers. In order to be able to generate an SSL link, a web server requires an SSL Certificate. Instant SSL is such a Certificate, and when installed, can be used to create secure links to protect transactions, passwords, personal details, etc.



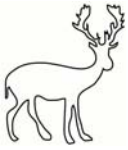
## PRIVACY POLICY

Elk Accessories recognises and respects your privacy and will treat your personal information as private. It is necessary to collect your personal information in order to conduct business with you. Personal information collected will be kept safe, confidential and respected. We only uses your personal information for purposes which you give it to us.

We will not sell or pass on your personal information to any third party however your information may need to be shared with others who may require this information to complete your order such as TNT, Australia Post or Fed Ex.

Only those details deemed absolutely necessary including information required by law may be shared.

You may access personal information we hold about you or you can ask us to correct personal information we hold about you. If you are included on our e-mail list you may opt out of further contact from us by e-mailing us at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au) and typing in the subject bar "remove me from your mailing list" or by clicking the "unsubscribe" button on all newsletters.



## CONTACT US

Please contact us should you have any questions or need help making a purchase on the website. Please e-mail us at [info@elkaccessories.com.au](mailto:info@elkaccessories.com.au) and we will endeavour to reply to you within 2 business days.

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**THANK YOU!**