

LEADING TEAMS AUSTRALIA PTY LTD PURCHASING STATEMENT

Delivery Policy

Items that Leading Teams Australia Pty Ltd have 'In Stock' will be readied for shipping and dispatched within three business days of purchase. If for any reason an item purchased is not 'In Stock', or cannot be dispatched within the 3 business day period, the purchaser will be notified of the time frame for delivery and given the option to cancel their purchase.

Items are shipped via Australia Post – Regular Parcel Post unless otherwise stated or arranged. Items shipped this way can take up to fifteen business days for delivery. Should your package not arrive within the fifteen business days please double-check the delivery address on your order to make sure it was entered correctly. If correct, notify Leading Teams Australia Pty Ltd, on 03)9654 3744. If you wish to upgrade to registered or express post, you must contact Leading Teams Australia Pty Ltd directly and any additional cost incurred will be added to the cost of your purchase.

Shipping Costs

	Within Australia
1-4 Books	\$12.00
5-18 Books	\$26.00
	International
1-2 Books	\$15.00
3-10 Books	\$45.00

For larger purchases than those mentioned you must contact Leading Teams Australia Pty Ltd to arrange shipping method and cost.

Refunds

Leading Teams Australia Pty Ltd has a limited Refund and Returns Policy as follows:

Leading Teams does not offer refunds or exchanges for change of mind or incorrectly purchased items once an item has been shipped. If you change your mind or incorrectly purchase an item and contact Leading Teams Australia Pty Ltd, on 03)9654 3744, before the item is shipped only then will we refund or exchange.

Leading Teams Australia Pty Ltd packs every parcel with care to ensure it arrives at its destination in the same condition it left. Unfortunately a very small percentage of packages can arrive damaged due to mishandling by Australia Post employees and contractors as part of their standard parcel delivery program. For this reason if a book arrives damaged we will provide a refund or exchange. To be eligible for a refund or exchange you must contact Leading Teams Australia, on 03)9654 3744, within five business day of delivery. Also the damaged item must first be returned to Leading Teams Australia before an exchange or refund will be given. If possible, please return the item in the packaging which the damaged merchandise arrived in.