

SASTA PURCHASING POLICY

Booking Policy – Professional Learning or other events

- The South Australian Science Teachers Association has the right to refuse admission to anyone who has not completed the appropriate event registration prior to the event in consideration of the safety and interest of all other attendees
- The full non-member rate will be charged to any attendees who have not registered with The South Australian Science Teachers Association prior to the day of the event, to offset additional administrative and resources costs.

Cancellation and Refund Policy – Professional Learning or other events

- To cancel a booking for a professional learning event, participants must notify The South Australian Science Teachers Association in writing by sending an email to office@sasta.asn.au
- Participants who cancel bookings for Professional Learning events up to one week prior to the event will be charged an administration fee of \$25.*
- Any cancellation made in the week leading up to the event will be subject to a \$60 cancellation fee.*
- The full registration fee will apply for participants who do not attend a professional learning event they are registered for and do not notify the South Australian Science Teachers Association in writing (via email office@sasta.asn.au) of their cancellation.
- **In cases where professional learning course fees are less than the cancellation fee no refunds will be offered.*
- ***The South Australian Science Teachers Association reserves the right to waive any of the above fees and charges at its discretion.*

Cancellation and Refund Policy – Membership

- SASTA Membership must be paid for prior to the membership commencing. We do not give refunds on membership if you simply change your mind. Please ensure you carefully select the correct membership category and read the eligibility requirements prior to paying your membership.

Refund Policy - Goods

- All resources are supplied on a firm sale basis only.
- Returns and refunds or replacements are only acceptable in cases of incorrect deliveries, faulty goods or items that are wrongly described.
- Notification of incorrect supply, incorrect invoices or damaged goods must be made within 14 days of the invoice date.
- Damaged and unacceptable goods will be replaced at the expense of The South Australian Science Teachers Association.
- Authority to return resources must be obtained from The South Australian Science Teachers Association before resources are returned.

Shipping Policy

We deliver products Australia-wide using Australia post and courier services. Shipping costs are calculated based on the weight of an item and the number of items ordered. Orders of in stock items (not including pre-orders) are dispatched within 5 business days of the order being placed. Shipping times are estimated to be between 3 and 10 business days depending on the location within Australia. We do not accept international orders through this website. If you would like to place a special order please contact us at office@sasta.asn.au or +61 8 8354 0006

Customer Service Policy

The South Australian Science Teachers Association is committed to providing excellent customer service and quality products. We endeavour to ensure products listed on the website are in stock or in the case of pre-orders we will endeavour to post the date products will be available. Standard delivery timeframes are between 3 and 15 business days. In the event a product is not available, we will contact you directly to arrange an alternative item or refund.