

SASTA SALES, REFUND AND SHIPPING POLICY

Purpose

This policy applies to memberships, professional learning events and resource purchases made through the South Australian Science Teachers Association Inc. (SASTA).

1. Professional Learning and Event Bookings

Registration

Participants must register prior to the event. SASTA reserves the right to refuse admission to individuals who have not completed registration.

The full non member rate may apply where appropriate registration has not been completed in advance.

Cancellation and Refunds – Professional Learning

To cancel a booking, participants must notify SASTA in writing by emailing office@sasta.asn.au.

- Cancellation more than 48 hours before the event will incur a \$50 administration fee. Any remaining registration fees will be refunded.
- Cancellation less than 48 hours before the event, or failure to attend without notice, is not eligible for a refund.
- If payment has not been received, the applicable cancellation fee remains payable.

Where the total course fee is less than the cancellation fee, no refund will be issued.

SASTA reserves the right to waive cancellation fees at its discretion.

2. Membership

Membership fees must be paid prior to commencement.

Membership fees are non refundable where you change your mind after purchase. Please ensure you select the correct membership category before completing payment.

If you believe you have selected the wrong category, please contact SASTA promptly so that your membership can be reviewed.

Nothing in this policy excludes rights available under the Australian Consumer Law.

3. Resource Purchases

Resources are supplied on a firm sale basis except as required under Australian Consumer Law.

Returns, refunds or replacements will be provided where:

- Goods are faulty
- Goods are incorrectly supplied
- Goods are wrongly described

Notification of incorrect supply, invoice errors or damaged goods must be made within 14 days of the invoice date.

Authority must be obtained from SASTA before returning goods.

Where required under Australian Consumer Law, SASTA will provide a repair, replacement or refund as appropriate.

4. Shipping

SASTA delivers products Australia wide using Australia Post and APD.

Shipping costs are calculated based on weight and quantity.

Orders for in stock items are generally dispatched within 2 business days of receipt of order.

Estimated delivery time is between 3 and 10 business days depending on location.

If a product is unavailable, SASTA will contact you to arrange an alternative item or refund.

SASTA does not accept international orders through the website. Special international orders may be arranged by contacting office@sasta.asn.au.

5. Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law.