



DELIVERY POLICY

It is your obligation to enter the correct delivery address details at the time of ordering. If you enter the incorrect address, we are not obliged to re-send the order to the correct address at our expense.

We will provide you with an estimated date of delivery for your order and while we make every effort to deliver by this time, all dates projected are estimates only. Unfortunately we are unable to guarantee time of delivery.

It is the responsibility of the customer to inform Goddess of Babylon if an order does not arrive. Once we are informed an order has not arrived by the due date, we will lodge inquiries with the courier service (Australia Post) to ensure delivery occurs as soon as possible. We will not be held liable for any loss or damage resulting from late delivery.

Please note that if an item has been lost in transit, we will not dispatch a replacement item immediately. Replacement items will be dispatched according to our discretion. Without limiting any other Terms and Conditions herein, you agree that late delivery does not constitute a failure of our agreement, and does not entitle you to cancel your order.

Without limiting our Terms and Conditions herein, we will not accept liability for any loss or damage arising from items lost, damaged or stolen after delivery has taken place.

PO. Box 667 Byron Bay NSW 2481
p. 0423 463 661 f. 02 6629 1048

e. sales@goddessofbabylon.com.au w. www.goddessofbabylon.com.au



REFUND POLICY

If you receive a product that you believe is not what was expected or not the product you ordered we will replace the item or refund your purchase at our discretion. It will be your responsibility to return the item via mail to our PO Box in it's original condition. Goddess of Babylon PO Box 667 Byron Bay, NSW 2481.

EXCHANGES

If you are unhappy with the size of your item, please inform us immediately by phone (0423 463 661 or 0404 880 382) or via email on sales@goddessofbabylon.com.au (preferred) and return the item to the above address within 7 working days of the date of purchase. We will exchange an item only, not refund your purchase. All items must be in new and unused saleable condition with all tags attached. If the item is not in such condition, been worn, damaged or altered you will not be refunded or offered an exchange and the item will be returned to you.

If you are sending back in item for exchange please ensure you include a self addressed express post satchet (either a <500g satchet or a <3kg satchet depending on your item weight) so we can send you exchange efficiently. Items for exchange will not be sent without receipt of a return satchet included.

DAMAGED GOODS

Damaged goods must be received at our PO Box within 7 days of purchase and exchanged and resent at our cost within 7 days of receipt. All items must be in new and unused saleable condition with all tags attached. If the item is not in such condition, been worn, damaged or altered you will not be refunded or offered an exchange and the item will be returned to you.

We do not refund or exchange items because of a change of mind.

Should you object to any of these Terms and Conditions (including any subsequent amendments) you must immediately discontinue using this web site.

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PRIVACY POLICY

We have committed ourselves to protecting your privacy. We use the information gathered to enable your account and to enhance your online experience. Please read on for more details about our privacy policy. Goddess of Babylon will not sell its database of customer details or details about customers to a third party. Any and all the information collected on this website will be kept strictly confidential and will not be sold, reused, rented, disclosed or loaned! We respect the right of users to remain anonymous and will endeavour not to knowingly disclose user identities unless directed by a court of law.

When does Goddess of Babylon disclose the information it collects to outside parties? Goddess of Babylon does not sell, trade, or rent your personal information to others. Goddess of Babylon may release customer information when we believe, in good faith, that such release is reasonably necessary to 1. Comply with law 2. Enforce or apply the terms of any of our user agreements or 3. Protect the rights, property or safety of Goddess of Babylon, our users, or others.

What information do we collect and how do we use it? When you place an order through this website, we need to know your name, email, phone number, address and credit card details if paying with credit card. This allows us to process and fulfill your order successfully. It also helps us in maintaining your account.

How does Goddess of Babylon protect customer information? When you place orders, we use a secure server. The secure server software (SSL) encrypts all information you input before it is sent to us. Furthermore all of the sensitive customer data we collect is protected by several layers of encryption and several layers of security to prevent unauthorized access.

Credit card details. All credit card payments are processed securely through the DirectOne Payment Gateway and ANZ. Payment by credit card is the fastest way to receive your order as there is no clearance delay. Goddess of Babylon does not store any credit card information on our servers.

What about Cookies? "Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies do not contain any personally identifying information. They allow you to place your online order and to login once you subscribed. Most web browsers automatically accept cookies, but you can change your browser to prevent that. You will need cookies enabled to use the Goddess of Babylon website.

Your consent by using our website. You consent to the collection and use of this information by Goddess of Babylon. If we decide to change our privacy policy, we will post these changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

PAYMENT GATEWAY INFORMATION / SSL TEXT

Our payment options are endless, but most important safe and secure. We offer credit card processing, direct deposit, cheque and money order. Credit card payments are made directly through DirectOne's 128 bit SSL Encryption software to insure your personal information is kept safe. None of your payment details are stored, this ensures you will be happy with your transactions.

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