

## **Terms & Conditions**

The Green naturopath is here to provide you a convenient and economical method of ordering nutritional, health and wellbeing products online. By using this Site you agree to be bound by the terms & conditions following. Please read them carefully. Your usage of the Site indicates your acceptance and understanding of these terms and conditions. If you place an order with The Green Naturopath this also indicates your acceptance & understanding of these terms and conditions.

### **INFORMATION & MEDICAL DISCLAIMER**

NOTHING CONTAINED IN THE SITE IS INTENDED TO BE OR SHOULD BE TAKEN FOR MEDICAL DIAGNOSIS OR TREATMENT.

All information included in this site is not to be taken as a substitute for medical advice and is for the purposes of general knowledge only. Always seek the advice of your General Practitioner, other medical practitioner or qualified health provider when starting any health or nutritional related treatment, continuing with medical treatment or with any questions you may have regarding yours or any other party's medical condition.

NEVER IGNORE PROFESSIONAL MEDICAL ADVICE THAT YOU READ ON THIS SITE.

### **DISCLAIMER FOR PRODUCTS SOLD**

Except as expressly stated herein, The Green Naturopath makes no representations or warranties, either express or implied, of any kind with respect to products sold on the site. In no event shall The Green Naturopath, its Directors, Employees and Representatives be liable for direct, indirect, consequential or punitive damages related to the products sold.

### **ABOUT YOUR ACCOUNT**

When you activate an account with The Green Naturopath, you will receive a password. You are responsible for maintaining the confidentiality of this password at all times. You agree to immediately notify us of any unauthorised use of your password or account, if you believe that confidentiality of your password has been compromised or any other breach of security. All of your registration and account history information is kept on a secure server to protect your privacy from outside parties. All of your private information is used for the limited purposes of processing your orders, for statistical purposes to improve our site and services, to assist in our site administration and to notify you of products or special offers that may be of interest to you.

### **ABOUT DELIVERY**

The Green Naturopath we will fill your order as soon as possible, generally within 1 – 3 working days of order confirmation.

We send all our orders via Australia Post and, dependent on delivery schedules for your location, you will receive your order within 3-14 working days from date of order.

If applicable, you will be charged a delivery fee over and above the cost of your order. These charges are dependent on the value of your order and may change from time to time.

Delivery within Australia as per the below schedule. Please note these prices are all inclusive of GST:

Postage is:

\$15 for WA

\$20 for (NSW, ACT, VIC, NT, TAS)

Free for orders over \$200 in Australia

\$40 for International excluding USA, Canada, UK

#### **ABOUT PAYMENT & PAYMENT METHODS**

All prices quoted on the site are in Australia Dollars and are inclusive of GST

Credit Cards: We accept all Visa, MasterCard, Bankcard, Diners Club and American Express. There is no surcharge for using your credit card to make purchases. We also accept payment via BPay, Cheque, Money Order or Funds Transfer.

#### **ABOUT REFUNDS & RETURNS**

If you receive any faulty or damaged stock, please advise us within 14 days and we will replace the damaged or faulty goods at no charge.

Any orders that you receive incorrectly through the fault of The Green Naturopath, will be replaced at no additional charge to you, or you can choose to receive a full refund of the initial charge.

If you order a product incorrectly, we are happy to refund your purchase or swap the unwanted item for another product, provided you notify us of the error within 7 days of date of receipt of goods and the products are returned to us unopened and in resalable condition. In this case, you will be responsible for any postage charges incurred.

If you paid for your order by credit card, any refunds to you will be credited directly back to your credit card and will be received within 1-3 days. If you paid by means other than credit card (cheque, money order, EFT), The Green Naturopath will send you a cheque for the refund amount. Cheque refunds take approximately 14 days to process.

#### **DID YOU MAKE A MISTAKE ON YOUR ORDER?**

Once an order has been placed, we cannot guarantee being able to change an order prior to shipping. However, if you notify us of an order error via email or fax as soon as possible, being sure to include your order number and date of purchase, we will do our best to correct the order for you.

#### **WHAT IF WE ARE OUT OF STOCK?**

Our website contains stock control so this is a rare occurrence. If it we do run out of something your have ordered, we will contact you via phone within 2 working days of receipt of your order and provide you with an estimated time when the product is expected to be back in stock.

**At this time you can decide to:**

Keep the item on backorder, in which case as soon as the product is in store it will be shipped to you (at no further delivery cost to you) You can choose to take a refund on the amount (please see refund details above) or You can replace the product with another(s) to the same value if you wish.

**CONTACT DETAILS**

We want to make sure you receive your order as soon as possible. Please be sure to provide your exact billing address and telephone number. Incorrect information may cause a delay in processing your order.

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**OUR RIGHTS**

The Green Naturopath may elect to electronically monitor areas of the Site and may disclose any Content, records, or electronic communication of any kind (i) to satisfy any law, regulation, or government request; (ii) if such disclosure is necessary or appropriate to operate the Site; or (iii) to protect our rights or property or the rights of the users, our directors, employees, representatives, sponsors, third party providers or licensors. We are not responsible for screening, policing, editing, or monitoring such Content. The Green Naturopath maintains the right to suspend or terminate access (Yours) to all or some of the Site, without notice, in our sole discretion.

**APPLICABLE LAW**

As far as legally possible this Agreement, its terms and conditions and the Use of this Site shall be governed by the laws in existence from time to time in Australia. You agree any claim relating to the Site and our service can only be dealt with in a court in Western Australia.

**TERMINATION**

These terms are effective even if this Agreement is terminated by either party. Subject to applicable law, we reserve the right to suspend or deny, in our sole discretion, your access to all or any portion of the Site with or without notice. You agree that any termination of your access to the Site may be effected without prior notice, and acknowledge and agree that we may immediately deactivate or delete your registration and all related information and files under your registration and bar any

further access to such files or the Site. Further, you agree that we shall not be liable to you or any third-party for any termination of your access to the Site.

### **Privacy Policy**

The Green Naturopath protects and respects your privacy. The Green naturopath will always protect your privacy and will not give out your sensitive information to any third parties.

### **Personal Information**

The Green Naturopath requires personal information from you to process your orders and to personalise your shopping experience with us. The information we require, which will include your name, delivery address, contact phone numbers and email address, credit card details, etc., is essential in the processing of your order. At no time do we store your credit card details. Your credit card payments are processed securely and directly via ESEC Bank payment gateway.

By taking part in our surveys and communications you will help us to create a service that is even easier to use with products and services which are even more relevant to you, your family and lifestyle. We will use information gained to keep you informed about new products, services and special offers & competitions.