

Spin Golf Pty Ltd – Refund and Shipping Policy

Refund and Shipping Policy

Effective December 2014

Words appearing in *italics* are as defined and provided for in the *Spin Golf Terms and Conditions*, which can be found on the *Spin Golf Website*. These *Terms and Conditions* apply to and are legally binding for every *Spin Golf Competitor* and *Customer* and it is important for them to read and understand them.

1. Refunds and Exchanges

1.1. Gift Vouchers, Golf Equipment and Accessories – *Spin Golf* will not provide refunds for *Gift Vouchers*, *Golf Equipment* or *Accessories (Items)* purchased with *Credits* on the *Spin Golf Website*, except those refunds which are provided to consumers under the *Australian Consumer Law*.

1.2. Lost, stolen and expired Gift Vouchers – *Spin Golf* will not provide refunds or exchanges for lost stolen or expired Gift Vouchers.

1.3. Entry Options – *Spin Golf* will not provide refunds for purchased *Entry Options* unless *Spin Golf* has purchased them in error. If the *Entry Option* has expired (12 months from purchase) *Spin Golf* will not refund the *Customer*.

1.4. *Items out of Stock* – If, after Items have been purchased, it is discovered that the Items are out of stock, *Spin Golf* will contact the *Customer* via email and the *Customer* will have the option to:

- (a) continue with the purchase of the Items and wait until they are restocked; or
- (b) receive a refund of the *Credit*. This will be credited back onto the *Competitors Account*.

2. Shipping of Gift Vouchers, Golf Equipment and Accessories

2.1. Delivery method – All purchased Items will be delivered to the *Customer* using the most suitable delivery method for those Items, as determined by *Spin Golf*.

(a) Gift Vouchers – All *Gift Vouchers* are electronic and will be delivered to the *Customer* via email to their nominated email address. The *Gift Voucher* will be sent to the email address, which is stored in the *Competitor's Account*. *Spin Golf* will endeavour to dispatch *Gift Vouchers* within 24 hours of purchase.

(b) Golf Equipment and Accessories – *Spin Golf* will use a third party to deliver all *Golf Equipment* and *Accessories*. Upon placing an order, the purchased items will usually be dispatched within 48 hours and sent to the *Customer's* nominated address either within the *Competitors Account* or as provided at checkout.

(c) Entry Options – *Entry Options* will be delivered simultaneously upon the updating of the *Competitor's Account*.

2.2. Free shipping - *Spin Golf* offers free *Standard Postage* on all Items purchased on the *Spin Golf Website*. *Spin Golf* will endeavour to provide an estimated delivery date based on *Australia Post's* standard delivery times.

2.3. Spin Golf not liable – *Spin Golf* uses external postage services to deliver Items to its *Customers*. As such, risk in the items purchased by a *Spin Golf Competitor* or any party using the *Spin Golf Website* passes to that person from the time of despatch from *Spin Golf* or a third party. *Spin Golf* bears no responsibility whatsoever or howsoever caused for items during *Transit*.

2.4. Where there is a discrepancy between the Items which were purchased by the *Customer* (**Ordered Items**) and the Items which are delivered to the *Customer* (**Delivered Items**) the *Customer* will be entitled to exchange the Delivered Items for the Ordered Items. To exchange the Delivered Items, the Customer must notify the *Company* of the discrepancy within 24 hours of the receiving the Delivered Items.

If after reading this policy a *Spin Golf Competitor* has any issues or believes they are owed a refund please email support@spingolf.com.au and we will respond promptly.