



SHOP TERMS AND CONDITIONS

Use of Products

Products sold through our shop are for your personal use only. These products are not intended for commercial use or resale.

It is your responsibility to check compatibility and connectivity of products where applicable. Support for installation is not included in the product price and cannot be provided by Deaf Connect.

Refunds, Returns and Warranty

We offer refunds for products in line with Australian consumer law. For product warranty enquiries, you should check directly with the relevant product manufacturer. This can be provided by Deaf Connect staff upon request.

As an organisation we provide a 14-day window to return goods for refund under the following conditions:

- Product must be returned in “as new” condition in its original packaging
- Products determined to be damaged by the user may not be eligible for a refund
- Tax invoice/ proof of purchase to be supplied where possible
- You must pay for all delivery costs for return of goods and package them appropriately

Availability and Delivery

While we endeavour to keep the website as up to date as possible, some products may not be available at the time of ordering. The team will contact you if this is the case.

We aim to ship products as quickly as possible but there may occasionally be delays with our delivery couriers, suppliers, or Australia Post. Staff will contact purchaser as soon as reasonably possible if there is a delivery delay. Deliveries will only be dispatched once payment (by credit card or invoice) is finalised.

WEBSITE TERMS AND CONDITIONS

Acceptance of Terms and Conditions of Use

By using this site or application you agree to abide by these Terms & Conditions. Deaf Connect may, without notice, amend or modify its Terms & Conditions by posting the amended Terms & Conditions to this website or application.



SHOP TERMS AND CONDITIONS

If any of these Terms & Conditions are found to be invalid or unenforceable, that invalidity or unenforceability will not affect the remainder of the Terms & Conditions, which will continue in full force and effect.

Ownership

This website or application is owned and operated by Deaf Services Limited trading as Deaf Connect ABN 62 118 664 298. Deaf Services Limited is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC).

Restrictions on Use

All information provided on this website or application has been provided for personal and non-commercial use. It is general information only and should not be relied upon in lieu of professional and/ or medical advice.

Cookies

We use “cookies” as a fundamental part of our interaction with your internet browser. The purpose is to provide you with better and more customised service and with a more effective user experience.

A “cookie” is a small text file placed on your computer by our web page server. A cookie can later be retrieved by our webpage servers. Cookies are frequently used on websites and you can choose if and how a cookie will be accepted by configuring your preferences and options in your browser.

We allocate a cookie to each Internet browser that visits the Deaf Lottery website. This cookie does not allow us to collect personally identifiable information about you.

We use this cookie:

- To determine if you have previously visited the site
- To identify pages you have accessed and Third Party Sites you have accessed
- For marketing purposes
- For administrative and security purposes