



## **CURRENT AS AT JANUARY 2020**

### **Payment, Shipping & Returns**

#### **Payment**

We accept Mastercard and Visa.

You may place your order by completing the checkout process on our website. We will confirm acceptance of your order when we send you an email confirming the shipment of the goods you have ordered.

If we cannot process or accept your order after payment is received, we will contact you via email or telephone.

Any order placed by you in the manner described by Kez's Kitchen is an offer by you to purchase a particular product or service for the price (including the delivery and other charges) specified by Kez's Kitchen at the time you place your order. Kez's Kitchen reserves the right to accept or reject your offer for any reason, including, without limitation, the unavailability of any product, an error in the price or the product description posted on this Web Site, or an error in your order. There may be reasons why Kez's Kitchen cannot fulfil your order. Therefore, your contract with Kez's Kitchen only comes into existence when Kez's Kitchen advises you that it has accepted your order and receipt of your payment has been confirmed.

Prices of products and services and delivery and other charges displayed by Kez's Kitchen are current at the time of issue but may change at any time and are subject to availability. The availability of products and services may change from time to time.

Kez's Kitchen will retain title to the products you order until you have made payment in full for those products.

You are responsible for any taxes, duties or other liabilities imposed by any governmental agency, including without limitation, any customs duty, goods and services taxes or any value added tax imposed on any products or services acquired or ordered by you from Kez's Kitchen.

#### **Shipping**

Once your order has been dispatched Australia Post will email you the tracking number. If you don't receive this email please check your spam or deleted items folder. Please contact us if you need help tracking something down as we are always happy to assist.

We offer free shipping Australia wide for all orders that total **\$70** or over. All other orders are charged a flat shipping rate of **\$10**.

When entering your shipping details, you can either select a business address or your personal residence. All items are packed appropriately and sent via Australia Post.

If Australia Post tries to deliver and no-one is available to accept the delivery, they will leave a calling card to let you know the item is at your local post office for collection.

Unfortunately, for our international customers, we do not currently offer international shipping through our online shopping facility. Please feel free to email us at [info@kezs.com.au](mailto:info@kezs.com.au) if you would like to discuss an international transaction.

All times for delivery listed by Kez's Kitchen are indicative only. Kez's Kitchen will not be liable for any failure to observe these delivery times. You understand and agree that you shall not be entitled to withdraw or modify any commitment made for the purchase of products or services from this Web Site once that commitment has been made for any reason.

#### **Shortages, Defects and Returns**

Within 2 business days after delivery, you must check the quantity of the Kez's Kitchen products delivered against the quantity ordered and due to be delivered. Kez's Kitchen is not responsible for making good any shortage unless the Customer gives Kez's Kitchen notice of the shortage within 2 Business Days of delivery. If Kez's Kitchen does not receive a notice under this clause, the Kez's Kitchen products delivered will be considered to accord with the quantity ordered for the period specified in the Order and to be accepted by the Customer.

Kez's Kitchen products will comply with the Kez's Kitchen Standards. As soon as possible after delivery, you must check whether the Kez's Kitchen products are damaged or defective or otherwise fail to meet the Kez's Kitchen Standards. The products will be considered to have been delivered in good condition and in compliance with the Kez's Kitchen Standards unless you notify Kez's Kitchen of the damage or defect within 2 Business Days of delivery.



If you notify Kez's Kitchen about defective or damaged products, you must:

1. preserve the Kez's Kitchen products in the state in which they were delivered for 10 Business Days after you notify Kez's Kitchen;
2. during that period, allow Kez's Kitchen to inspect the Kez's Kitchen products.

Kez's Kitchen will, at its option, provide a replacement, or give a credit, for Kez's Kitchen Products only where:

1. you have notified Kez's Kitchen within 2 Business Days and have preserved the product in the state it was delivered, allowed Kez's Kitchen to inspect the product, and Kez's Kitchen is satisfied with your claim; and
2. If Kez's Kitchen elects to have the products returned, the products are to be returned to Kez's Kitchen in the same condition as when first delivered to you.

So far as permitted by law, Kez's Kitchen's liability to you in respect of damaged or defective Kez's Kitchen products or failure of Kez's Kitchen products to meet the Kez's Kitchen Product Standards is limited to replacement or credit.

Given that our products are perishable, we are unable to accept returns for any of the below reasons.

- 1) Products that have been ordered incorrectly or in circumstances where you have had a change of mind about the type of product chosen for any reason.
- 2) If you change your address and fail to update your details on this site and your goods have been sent to the wrong address.

### **Cancellation Policy**

Should you need to cancel your order for any reason, the total amount will be refunded less a \$10 administration fee, only when sufficient notice is received within 24 hours prior to your order confirmation. We can only refund your order if your package has not left our premise. Once your order has left our premise, we can no longer refund your order.

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**ACN 616 128 860      ABN 72 912 437 867**

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**kezs.com.au**