

Delivery Terms and Conditions

(Non-Australia)

Shipping costs / Insurance:

Our Shipping prices are actual Shipping prices charged us by the courier you choose. Combining multiple items into 1 box will not save a proportional amount of the Shipping charges. We will refund excess shipping charged by the automatic shop system upon request to do so by our customer.

Refunds:

Any refunds will be reduced by 5% to cover transaction fee charged by financial institutions.

Insurance:

DHL If your order gets lost or damaged in transit your order will be resupplied at no cost to you upon proof of loss being established by a DHL investigation. We use this service in good faith and in 99.9% of cases it works fine but in the rare occurrence of late delivery we will not be held responsible for the under-performance of DHL.

Air Mail Parcel Post: If your order gets lost or damaged in transit then at our option we might resupply your order at no cost to you depending on circumstances and upon proof of loss being established by a Post Office investigation. We use this service in good faith and in 98% of cases it works fine but in the rare occurrence of late delivery we will not be held responsible for the under-performance of your country's Postal Services.

Duty/Tax: USA customers:

The American/Australian FREE TRADE agreement means your order will be delivered to your door with no USA import duty or domestic tax applied. We can pack multiple items into one box to save on shipping with no adverse consequences. If USA customers want multiple items my ordering system will simply add another shipping charge when in fact only a smaller additional charge will apply. Upon request we will refund the excess freight charged by this system if we ship multiple items in 1 box.

Duty/Tax: Customers in other countries:

We take steps to avoid or legally minimize duty or tax that may be applied by your Government. For Customs purposes a set of Strat pickups carries a declared value of Australian Dollars \$186 (approx US\$143) while a set of Tele pickups is valued at Australian Dollars \$163 (approx US\$125). We do not pack multiple items into one box because the value rises and will attract the attention of Customs Officials. Regardless DHL is bound to perform a formal Customs Entry and import duty and/or VAT might have to be paid (see below for details). We have obligations under International Law so please don't ask us to declare your order as a gift.

If you are concerned you should contact your Government's Customs Office if you have questions about possible Customs charges that may be applied to your order. Guitar pickups have a Customs Commodity classification of "Parts and accessories for amplified musical instruments" with a harmonized Tariff code of 9209.94.00. For online International Currency Conversions visit www.oanda.com/convert/classic where you can convert the Australian Dollar (AUD) amounts mentioned above to your domestic currency.

DHL and Customs:

in some countrys (*ie* **Spain** and some others) DHL will charge you for attendance to Customs Clearance. You can avoid this charge if you attend to Customs Clearance yourself, but you must tell DHL before the parcel arrives. We attach an official "Commercial Invoice" (special Customs document) to each parcel to facilitate Customs Clearance.

DHL Tracking number:

Your DHL Tracking number and DHL Internet tracking site are contained in a Shipping Notification which is messaged to you at time of dispatch. We send an email alerting you to read your message in your Message Bank.

Currency exchange:

Although the prices are displayed in specific US Dollars the currency exchange rate fluctuates frequently and may cause your Card to be debited for a slightly different amount. Usually this is not significant and can be either less than, or more than the Dollar amount expected. Wee have been told that this situation is going to be rectified sometime in the future when Banks will make significant changes to International Card debiting practices.

Returned & Undelivered Parcel:

If the parcel is returned to us undelivered, the customer will have to pay a second shipping charge to have it reshipped.

(Australia)**Delivery:**

We ship by Express Post. Delivery will be next work day after we ship for capital cities and major population centers, or within 2 or 3 days for other locations. Your tracking number will be included in your Shipping Notification which is messaged to you at time of dispatch. We send an email alerting you to read your message in your Message Bank.

Insurance:

Your order is insured against loss or damage and will be re-supplied upon proof of such occurrence by Post Office investigation or other relevant means.

Returned & Undelivered Parcel:

If the parcel is returned to us undelivered, the customer will have to pay a second shipping charge to have it reshipped.