

Terms & Conditions

All prices are in Australian Dollars and include GST.

Tropic City Shirts reserves the right, without prior notification, to accept or decline client's orders or limit the order quantity for any reason.

In the event a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information, Tropic City Shirts shall have the right to refuse or cancel any such orders.

If a product is no longer deliverable, a similar or replacing product is offered. This will be discussed with the client.

Tropic City Shirts respects the privacy of client's personal information. This information is used for business purposes only and not passed on or sold to any third party.

Payment

Payment shall be made by a Paypal (credit card), direct deposit to Tropic City Shirts bank account. Purchases will not be accepted until payment is received via Paypal (credit card) or direct deposit have been cleared.

Tropic City Shirts
Commonwealth Bank
BSB NUMBER: 123456
ACCOUNT NUMBER: 987654

Privacy Policy

At Tropic City Shirts, we are committed to protecting your privacy and complying with the National Privacy Principles. To process and fulfil your order, we need to know your name, email address, phone number and billing address.

We will not use or disclose the information you give us about yourself except: for the purpose you give us the information, a purpose related to that reason, or another purpose to which you have consented.

Unless you have told us otherwise, we may also use your personal information to send you monthly notices about special offers, new products, services, promotions, and other information. You may elect not to receive these offers and information at any time by unsubscribing by notifying our assistant.

You can request a copy of any of the information that we have about you. If the information we have is not up-to-date, please advise us and we will update it.

Third Parties

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Cookies

You should also be aware that non-personal information and data may be automatically collected through the standard operation of our Internet servers or through the use of Cookies. Cookies are small text files that are used to recognise repeat users, facilitate your ongoing access to and use of the site, allow a site to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising.

You should be aware that we cannot control the use of Cookies or the resulting information by third parties hosting data for us. If you do not want information collected through the use of Cookies, there is a simple procedure in most browsers that allows the user to deny or accept the Cookie feature.

Shipping & Handling

Delivery

The delivery charges of Tropic City Shirts include postage and handling for standard size parcels. A set postage and handling fee applies to each order. This fee covers the handling and postage of all products in one order, regardless of the amount of products; for example ranging from one item to ten items. Quote is required for any international parcels.

When will my purchase arrive?

Your order will normally take between 7 to 40 days to deliver, we will phone you to notify you of the expected date of delivery of your item if there is going to be a delay. We cannot guarantee a specific time. We recommend a work delivery address for the recipient, as most people are not home during the day. If the recipient is not available, you may incur an additional fee for another delivery attempt.

Non-stocked products

Whilst we make every effort to maintain a current stock level on our web site, occasionally items can be ordered within a similar time span by separate people. If this does occur, the first order received shall be fulfilled and we will contact the second person and advise expected delivery schedule.

Redelivery - Incorrect delivery address

It is the customer's obligation to enter the correct delivery address details at the time of ordering. Should you enter the wrong address, postcode, advise incorrect or incomplete phone numbers, Anky Australia is not obliged to re-send the order to the correct address at our expense. Redelivery to an address due to incorrect details or if the recipient is not home will incur additional costs to be borne by the customer. To avoid these costs, please carefully consider the delivery address you enter.

Redelivery – Recipient is not at address at time of delivery

In the case that the recipient is not at the delivery address at the time that Australia Post arrives, a card will be left asking them to contact Australia Post. The recipient will need to contact Australia Post to organise an alternative delivery time or address.

Delivery Disclaimer

Please let us know if your delivery does not arrive within the confirmed days. Tropic City Shirts conscientiously work towards the best possible delivery service to our customers. We have chosen to align ourselves with Australia Post, however occasions may arise where, despite their best efforts, orders are delayed in the delivery process. We will always endeavour to work with our delivery partners to ensure prompt arrival of your gifts.+

Tropic City Shirts
www.tropicshirts.com