

TERMS AND CONDITIONS FOR CREDIT CARD TRANSACTIONS

On-Demand guarantees the quality of its business cards. If you are not 100% satisfied with the quality of your purchase from us, simply contact our customer service team within 7 days from the date you receive the order (or the date it was scheduled to arrive). We will then refund your money or reprint the item in question, excluding shipping, processing and handling charges depending on the circumstances. Please see our returns policy below for further details.

On-Demand takes great pride in producing a high quality product. Our commitment is to customer satisfaction. However, certain circumstances are beyond our control and are not covered by the above stated guarantee.

We are not responsible for the following errors made by the customer:

- a) Grammatical, spelling or punctuation errors made by the customer.
- b) Inferior quality or low resolution of uploaded images.
- c) Design errors input by the customer onto the printed design.
- d) Font sizes which are too large and allow the print to exceed the printed area.
- e) Font sizes which are too small and cannot be read clearly.
- f) Errors in user related options such as product type, quantity and finish.
- g) Ink color selections.
- h) Damage to the products which happen after delivery to customer.

Please review your designs and order details carefully and correct any mistakes prior to placing your order.

Everything is automated in an effort to keep down our cost and to pass the substantial savings to you, our customers. In order to do this, On-Demand does not proof documents approved by its customers prior to printing. As a general rule, we are not able to make changes to the card design once you have approved and submitted the order.

AVAILABILITY

At On-Demand, we try to make the website available 24 hours a day, 7 days a week. However, there will be occasions when the service is down for repair, upgrades, maintenance or due to failure of telecommunications links and equipment or other reasons beyond our control. You agree that we will not be liable to you for any suspension of service.

SECURITY AND PRIVACY

On-Demand can ensure that our customers can order with confidence online. We have taken every possible measure to give absolute security to our customers in their dealing with us.

Any personal information submitted by you will be used simply to process your orders and is protected by our secure server.

We are not involved in the selling, trading or alternative unauthorized use of personal information. We promise that we will not pass on your personal details to any other organizations

RETURNS AND REFUND POLICY

If you receive a product that is damaged or defective please contact a member of our customer service team on +61 (0)3 8699 2200

If you are not fully satisfied with your printed goods, we will either reprint it or provide a refund, with the following terms and conditions;

Returns can be made no later than 2 weeks from delivery of goods or from date goods were due for delivery in the case of goods lost in transit.

Full refund guarantee does not apply to shipping claims. We will reprint orders damaged or lost by our couriers or subcontracted courier services

Refunds are only available if delivered goods are damaged or if the item has a serious print defect.

We reserve the right to have you return the original order, before reprinting or refunding your order. Whether or not the goods should be returned will be determined on a case by case basis, in consultation with a member of our customer service team.

Various conditions affect colours printed by the CMYK print process and for this reason On-Demand will not be held responsible for any reprint as a result of colour fluctuations and variations.

This guarantee is limited to reprint of the original order quantity or refund of the purchase price of the order. We are not responsible for any damages or claims incurred by you or your business caused by receiving printed materials which are defective or incomplete or which you receive later than the estimated delivery date.

This guarantee does not cover fees for mailing service or postage or associated incidental or consequential damages or claims.

Orders paid by credit can only be refunded as a credit to the card used for the initial purchase.