

TERMS AND CONDITIONS

Shipping

Botanic Gardens and State Herbarium orders will be sent via **Australia Post**, requiring signature upon delivery.

Postage rates for orders within Australia as at 01 July 2020

- \$8.95 minimum for a small package
- \$12.15 if 200g to 500g
- \$15.50 if 500g to 1kg
- \$18.50 if 1kg to 5kg
- Larger orders can be quoted on actual packed weight
- Overseas orders: rates on application

Delivery Timelines

Orders will be processed and dispatched within two (2) business days.

If an item is out of stock or unavailable, we will contact you with the option of backordering the item or an immediate refund.

Delivery times vary and are dependent on courier work volumes and schedules.

Expected delivery times:

1-2 business days within metro SA

2-5 business days for rural SA

3-6 business days for interstate

Please note that delivery times are longer over the Christmas period.

Payment

We accept the following:

- Cash (in person)
- Credit card
- Cheques - payable to *Board of the Botanic Gardens and State Herbarium*
- EFT - DEWNR Debtors Account
 - BSB 065 266 and A/C 10000960
 - Attention - BGSB Board Books

Refunds and Returns

Any books or prints found to be faulty, damaged prior to shipping, not as specified in the order, or incomplete, will be replaced with new stock or the order price refunded.

Customers can return items for refund for change of mind up to five (5) days from the date of delivery, but customers must call or e-mail our office first to advise that an order is being returned.

All Items must be returned in original condition as sold. All items including posters and books must be in original, unopened packaging.



Contact Details:

Botanic Gardens and State Herbarium Reception

08 8222 9311

botanicgardens@sa.gov.au

Trading Address:

Botanic Gardens and State Herbarium

Goodman Building

Hackney Rd, Adelaide SA 5000

ABN: 81 335 751 1971

Terms and Conditions current as at 08 July 2020.

