

TROUBLESHOOTING:

What if I don't have enough funds in my account?

- It is the cardholders responsibility to ensure they have sufficient funds in the account prior to the scheduled date for payment;
- The Australian Network for Plant Conservation Inc. will send a notice to indicate the transaction was not complete;
- Publications will not be released until payment is received – please contact:

Australian Network for Plant Conservation GPO Box 1777 Canberra ACT 2601 Australia	Ph: +61 (0)2 6250 9509 Fax: +61 (0)2 6250 9599 <u>Email</u>
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How do I receive money back if my payment is duplicated?

- A payment is only duplicated if you have completed your payment in addition to the direct debit form being supplied to the Australian Network for Plant Conservation Inc.
- You may contact the Australian Network for Plant Conservation Inc directly and request a refund in writing
- Additional information can be found in the General Terms section under Prices, shipping, delivery and returns.

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- If we are unable to resolve your matter, we encourage you to contact your financial institution to obtain the details from the disputed transaction to lodge a claim on your behalf.

GENERAL TERMS AND CONDITIONS:

Prices, shipping, delivery and returns:

Prices

Prices are quoted in Australian dollars for membership, donations, bequests, book and CD products.

Total amount payable includes GST.

Shipping

Standard shipping prices are indicated at time of purchase and cover all postage and handling costs per order. International orders are sent by airmail (standard).

Delivery

Orders are normally processed and despatched from our distribution warehouse for each distribution schedule.

- Australian orders are sent by standard post
- Delivery location may take up to 10 working days after despatch to arrive
- International orders are sent by airmail (standard)

- Normal delivery time may vary between 7-14 days (estimate) after despatch, depending on your location

Terms and Conditions – direct debit

- *The Australian Network for Plant Conservation Inc. only accepts Visa or MasterCard with this service;*
- *It is the cardholder's responsibility to advise the Australian Network for Plant Conservation Inc. if their card has expired;*
- *Where funds are not available on your credit card, you will be contacted to arrange an alternative form of payment;*
- *Bank transaction fees and government taxes may apply.*

Privacy Policy

The information we collect from you will be used to set up your direct debit account. This information will be stored on the eWAY platform to enable direct payments from your account to the Bendigo Bank account held by the Australian Network for Plant Conservation Inc. Payment details will be held securely and not given to any third party without your written consent. Should you have any questions regarding eWAY's security measures, please visit the eWAY site. Alternatively please contact our office for more information:

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Terms and Conditions – direct debit cancellation

- *If you have not indicated an alternative form of payment, the services to receive the Australasian Plant Conservation bulletin will be discontinued;*
- *If you provide an alternative form of payment, the service will continue and you will receive the bulletin through the distribution, provided you have made these changes prior to the extract of the distribution list from our database;*
- *If your payment is received after the distribution, you will receive the bulletin directly from the office of the Australian Network for Plant Conservation Inc. and therefore, your bulletin will be received after the distribution date.*
- *On receipt of this form, our office will remove your credit card details from the eWAY platform and you will be notified in writing on completion, to confirm the date this was removed.*
- *Should you have any discrepancies after the process is complete please feel free to contact our office so we can raise your queries directly with eWAY;*
- *Alternatively, should we find we are unable to resolve your queries, we recommend you contact your financial institution to obtain the details from the disputed transaction to lodge a claim on your behalf.*

Can I stop the direct debit transactions?

- Yes, you can download the (**stop direct debit form**) from our website;
- On completion our office will issue a receipt to confirm your details have been removed from the eWay platform.

I did not receive my bulletin and I signed up for direct debit.

- If your credit card has insufficient funds, your details will not be processed;
- As a result the *Australasian Plant Conservation* bulletin will not be distributed;
- You will be contacted by the Australian Network for Plant Conservation to arrange another form of payment.
- Alternatively your address details in our system may require updating;
- It is the responsibility of the member to inform our office when you have changes with your contact details and/or credit card information;
- You may update your details by completing the (**update my details**) form that can be found on our website.

Cancellation policy/request for refund

Memberships

- Once paid and processed, a refund is not applicable other than in exceptional circumstances. Refunds will then be required in writing to the Business Manager business@anpc.asn.au. Applications for refunds will be assessed on a case-by-case basis.
- If a member has made a payment in error, this must be provided in writing for the Business Manager business@anpc.asn.au to assess the approvals for refund.
- Membership cancellation fees apply - 10% of the amount paid to assist with covering administrative costs involved.
- If an error is made by the Australian Network for Plant Conservation Inc, a full refund will apply immediately upon written notification of the error with supporting documentation.
- For more information and/or to send your request in writing please visit <http://www.anpc.asn.au/contact>

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