

Additional Information

Payment Details

Please ensure that you complete the payment details on the order form.

1. Invoice – terms are 30 days strict from date of invoice.
2. Credit card orders. We accept Visa and Mastercard.
3. Accounts receivable enquiries: accounts@teaching.com.au or freecall **1800 251 497**

Back Orders

Back orders with a cumulative value less than \$30.00 will be consolidated and shipped when all items are in stock. Back orders will generally be released on the 15th of each month.

Prices

All prices quoted in this catalogue are GST exclusive. All prices listed herein are ex-warehouse, Brendale, Queensland and are current at the time of publication. All pricing in this catalogue is subject to change without notice. All current up to date pricing can be viewed online at www.teaching.com.au. Please note that Online Discounts are not applicable to fax, mail or phone orders.

GST

Modern Teaching Aids Pty Ltd is registered for GST and will issue a tax invoice which clearly identifies the GST component. Schools, child care facilities, other educational institutions and most registered businesses will receive a 100% refund of any GST paid when they lodge their GST returns.

Damages and Claims

Subject to legislative requirements which cannot be altered by contract and at our discretion, customers are entitled to receive a replacement or refund or equivalent amount of credit, if they receive goods that are over or short supplied, not ordered, damaged or faulty. Notification must be made to our Customer Service department on telephone number 1800 251 497 within 7 days of receipt of goods. For any short supply claims that have a proof of delivery, you may need to supply a statutory declaration signed by a justice of peace.

Failure to advise the Customer Service department within 7 days may result in your request being declined.

Once approved, the Customer Service team will issue a Returns Authority Number and provide you with details of how to return the goods. Goods should not be returned without receiving a Return Authority Number from our Customer Service department, as this will delay or may invalidate any claim.

Approved returned goods must be received by MTA complete and in the original packaging and condition in which they were delivered to you, for a credit to be issued.

Following the delivery of goods, should a change of mind return be requested, a full credit will be issued as long as all of the goods are returned in the same condition they were delivered and are also returned at the cost of the receiver. Furniture cannot generally be returned for this reason. A return request must be made to our Customer Service Department on telephone number **1800 251 497** within 7 days of receipt of goods.

All returned goods must be received complete and undamaged for the claim to be processed.

Design Changes

We reserve the right to vary the specifications or performance criteria of any item in this catalogue or any of our other curriculum based catalogues throughout the year and all products online from time to time. We reserve the right to obtain items from different sources, at our absolute discretion. We may do that without prior notice provided we have reasonable grounds for believing that the alternative item offered is substantially similar to that previously offered or represents an improvement.

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Contact Details

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Freecall 1800 251 497 **Freefax** 1800 151 492 **sales@teaching.com.au**

Product Warranty

Each item is intended for use only for the purpose described and not for any other purpose. Naturally, any item to be used by a child requires careful adult selection and use should be under proper adult supervision. Items must only be used by children of an appropriate age. Guidelines are given but the final decision must be made by the selecting adult taking into account the nature of the child concerned.

MTA offers a standard 12 month warranty on all products. A photographic image may be required to support your warranty claim. In the instance that the MTA representative or Customer Service team deem the product to have been misused your warranty claim may not be honoured. Warranty Spare Part requests will take approximately three weeks. Some parts may need to be sourced from the manufacturer therefore lead times will be advised on application. Our goods come with guarantees that cannot be excluded under Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Special Pricing and Promotions

Specially agreed customer pricing, including tenders, key accounts and promotional pricing, does not compound and single best discount will be offered. Prices, promotions and discounts are subject to change.

Free freight on orders of \$200 or more of Art & Craft, Stationery or Health & Hygiene applies to Australian deliveries only.

Disclaimer

We believe the information in this catalogue is correct at the time of going to press, but no representation or warranty is given with regard to the accuracy of such information.