

Terms and conditions

Terms and conditions on using the WDC site. This information is for your protection as well as ours.

Your use of this website and your acceptance without modification of the terms, conditions, and notices contained herein constitutes your agreement to all such terms, conditions, and notices. If you do not agree with these terms and conditions then you are not authorised to use this website. You affirm your assent to the terms of this Agreement every time you access any part of the Site or make use of any of the Content. The following clauses cover a number of situations that WDC has encountered over the years and are therefore here to protect the Society and your donated monies from those who are a little less scrupulous than we would all like them to be.

Delivery Times

WDC aims to despatch your adoption pack within 2 working days of receipt of an order Monday to Friday. However, to permit for all eventualities please allow 28 days for delivery. Postage and packing is free to addresses in Australia. Credit / debit cards will be charged by WDC and details will not be passed to any third party.

Your commitment to WDC in ordering a membership or adoption

The majority of people who take out an adoption or membership with WDC do so in order to support the work that WDC is engaged in. A very small number of people have been known to order a supporter package and then cancel their payment method. Whilst WDC respects that occasionally, for reasons beyond their control, supporters are not able to honour their original commitment and contact us in order to reschedule their support, some people may have no intention of honouring their commitment. Therefore, by agreeing to these terms and conditions, you are honouring to pay the amount specified on completion of the order form. For those who cancel their payment methods before completion of their committed support, WDC reserves the right to insist on payment of a minimum \$25 within any 12 month period to cover all production, mailing and staff costs attributable to dealing with the order and cancellation. It is your responsibility to ensure that any account from which you are making payments to WDC has sufficient funds to cover your support. WDC will not be liable for any bank (or similar) charges incurred due to any failure to ensure adequate monies are maintained in your account.

Order Processing

You confirm that all the details provided are correct - WDC cannot be held responsible for errors in information provided by the supporter. If your online order is accepted, we will send you an e-mail confirming acceptance of your order. Please note it is your responsibility to ensure that you have ordered what you intended. If you receive more than one confirmation email, WDC would urge you to check to ensure that you have not placed more orders than you originally intended. WDC will not presume that repeat orders are a mistake, but will act

on all orders received unless notified otherwise within 2 days of receiving the order or until such time as the contract has begun.

Cancellation

A notice of cancellation will be accepted if you: (a) leave your notification at the address last known to you and addressed to the supplier or other person by name (in which case it is to be taken to have been given on the day on which it was left); (b) send it by post to the address last known to yourself and addressed to the supplier or other person by name (in which case, it is to be taken to have been given on the day on which it was posted). Please post to the address below under Refunds and Exchange; (c) send it by electronic mail, to the business electronic mail address last known to you (in which case it is to be taken to have been given on the day on which it is sent). Please email au.info@whales.org. If payment has been taken when you choose to attempt to cancel then our refunds policy, as detailed below, applies.

Refunds and Exchange

If the adoption pack you receive is damaged, or not as you specified in your original order, we will replace the adoption pack or give you a full refund. Please email au.info@whales.org, or call 0401 866 633 for help in processing your request. Packs can be returned to: PO Box 720, Port Adelaide BC, Port Adelaide 5015.

Overview

This is a legal document ("Agreement") which sets out your rights and obligations, and those of WDC ("WDC", "we" or "us"), in relation to this website (the "Site"), and the material of all types that you gain access to, on and through the Site ("Content"). We have a separate privacy policy which governs our use of your personal information.