

INTERNET MERCHANT POLICY & PROCEDURES

Policy number	LRLG0026	Version	V2
Drafted by	Pip Job	Approved by Board on	04/02/2015
Responsible person	Tracey Potts	Reviewed	14/02/2018

INTRODUCTION

Little River Landcare Group Inc (LRLG) recognizes that we have a responsibility to serve our customers in accordance with highest standards when using Merchant Banking facilities offered by our organisation.

PURPOSE

This policy sets out guidelines for Merchant Banking and is to be read in conjunction with our Privacy Policy LRLG016.

Security Policy

Little River Landcare Group Inc (LRLG) uses the eWAY Payment Gateway for its online credit card transactions.

eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by LRLG or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third-party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by LRLG.

For more information about eWAY and online credit card payments, please visit

www.eWAY.com.au

Delivery Policy

Physical goods

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your goods via Australia Post within 30 working days; however, if goods are unavailable delivery will take a little longer.

Policies can be established or altered only by the Management Committee: **Procedures** may be altered by the CEO.

If you wish to query a delivery, please contact us at ceo@littleriverlandcare.com.au

Digital Delivery

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your software/license/access code via email within 30 working days.

If you wish to query a delivery, please contact us at office@littleriverlandcare.com.au

Refund & Returns Policy

If for any reason you are not completely satisfied with your purchase, we will give you a 30-day money-back guarantee from the time you receive the goods. Please email us at office@littleriverlandcare.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems.

This refund policy does not apply to memberships, educational events or programs, or goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer.

We recommend that you return the product via Registered post and that you pre-pay all postage. You assume any risk of lost, theft or damaged goods during transit; therefore advise you take out shipment registration of insurance with your postal carrier. Little River Landcare Group Inc will not be responsible

for parcels lost or damaged in transit if you choose not to insure.

If you have any enquiries regarding this document and the payment services offered by eWAY please visit our website at www.eway.com.au

AUTHORISATION

Signature _____



Tracey Potts - CEO

14/02/2018