

# Website Terms of Use

Welcome to the Jemma Wilson website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Jemma Wilson's relationship with you, in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term 'Jemma Wilson' or 'us' or 'we' or 'our' or 'me' or 'my' refers to the owner of the website who is Jemma Wilson. My ABN is 12 464 290 059. The term 'you' refers to the user or viewer of our website.

jemmawilson.com.au reserves the right to make changes to this site and these terms and conditions at any time.

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Your use of this website and any dispute arising out of such use of the website is subject to the laws of Australia.

## Marketing

By ordering or registering on jemmawilson.com.au you grant us the right to add your contact details to our database and email transactional order, shipping and product review emails. From time to time we may contact you about offers and new products. You can easily be removed by either unsubscribing via the link at the footer of any marketing communications or contacting Jemma and we will remove you from marketing communications. We do not share, sell or exchange any customer contact information with other companies excluding shipping carriers who use this information to deliver orders.

## Order Acceptance Policy

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. jemmawilson.com.au reserves the right at any time after receipt of your order to accept or decline your order for any reason. We reserve the right at any time after receipt of your order, to supply less than the quantity you ordered of any item.

## Fraud Prevention

All orders placed must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. We may require additional verifications or information before accepting any order and orders will be held from shipment until security checks have been completed. We will make reasonable attempts to contact you using the details provided to complete the necessary security checks. Failure to comply with such requests from Jemma Wilson will result in the order being cancelled and the funds being refunded back to the card used.

## Shipping & Delivery

Customers who choose Express Shipping (no signature) give authority for their order to be left unattended at their delivery address. Jemma Wilson will only replace orders using this shipping method providing the order is proved lost in transit by our delivery company.

The delivery times provided by Jemma Wilson are estimates only. jemmawilson.com.au will not be held accountable for late deliveries or loss or damage relating to late deliveries.

Larger orders may be without notice, split up and shipped on a number of consignments for ease of delivery. Tracking information for all consignments will be available.

jemmawilson.com.au will not be held accountable for delivery instructions left on the order being missed or not followed.

## Returns, Refunds, Exchanges & Warranty

Any item which is to be returned to Jemma Wilson will only be accepted once approval has been granted by Jemma Wilson via email communication. Jemma Wilson reserves the right to refuse any returned item without notice.

The cost of returning rejected items is the responsibility of the customer and Jemma Wilson reserves the right to hold products until payment of shipping has been made.

## Pricing

Prices are subject to change without notice. All credit cards are charged in Australian Dollars.

## Order Cancellations

If notified before goods have been dispatched, jemmawilson.com.au can accommodate order cancellations. If items have been shipped, jemmawilson.com.au reserves the right to refuse order cancellation or charge a cancellation fee should we be able to request the return of the package from our delivery service.

## Layby's

Jemma Wilson does not currently offer customer laybys & payment plans.

## Typographical Errors

In the event a product is listed at an incorrect price or with incorrect information due to typographical error jemmawilson.com.au shall have the right to refuse or cancel any orders placed for product listed at the incorrect price.

jemmawilson.com.au shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged.

If your credit card has already been charged for the purchase and your order is cancelled, jemmawilson.com.au shall immediately issue a credit to your credit card account in the amount of the charge.

Product images may not always be an exact representation of the listed product. Please refer to images as a reference only and rely on product titles, descriptions and fitment listings for accuracy.

## Gift Vouchers

Jemma Wilson gift cards entitle users to Australian Dollars which can be redeemed at jemmawilson.com.au. Gift cards have a 12 month expiration date, after 12 months from the date of purchase the gift voucher will be invalid.

In order to successfully use your Gift Card, the following rules must be adhered to: the Unique code must be entered and used within the payment page; the Gift Card must be used prior to the Gift Card's expiration date.

Gift cards are not refundable or redeemable for cash. Gift cards cannot be used to purchase – Jemma Wilson Gift cards. Should the customer return items bought with the use of the Gift Card Jemma Wilson will, at Jemma Wilson's discretion - Issue a refund by way of credit to the customer up to the value of the gift card amount redeemed.

For further information or clarification of any of the above terms and conditions, please feel free to contact Jemma Wilson via email: [jemma@jemmawilson.com.au](mailto:jemma@jemmawilson.com.au).