

## **Customer Service Policy**

### **Updated 1st July 2014**

It is our policy to provide electronic copies of The Monaro Post upon receipt of subscription payments.

The copies will be provided weekly, from the first publication after the subscription is paid.

Hard copies of The Monaro Post can be ordered and will be supplied, if available, on payment of additional necessary postage charges. Such copies will be sent using Australia Post services.

If The Monaro Post should be discontinued and a subscription cannot be fulfilled, we will inform the customer by phone or email within 48 hours and will refund any outstanding monies, either by reimbursing or by return cheque.

When paying by cheque, customers should allow three to seven (3-7) working days from receipt for the cheque to clear.

### **Transaction Currency**

All prices quoted are in Australian Dollars unless otherwise specified, and include GST where required.

### **Payment for Orders from Outside Australia**

All prices quoted on this website are in Australian dollars, and we request that all payments from overseas be made by credit card.

### **Refund/Return Policy**

No Refund / Return Policy applies.