

TERMS OF SERVICE

1. Consumer Data Privacy Policy

Our website is enabled with HTTPS, so are created with inbuilt SSL certification. All information passing between your computer and this website is encrypted and therefore in the extremely unlikely event of interception, nothing can be deciphered by a third party. ArtNeun.com.au may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the site, and understanding how visitors use the site. Personal information cannot be collected via cookies and other tracking technology. Followers can sign up to our automated 'Newsletter'. They can also unsubscribe at any time.

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorised transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes. Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from this site allow you to opt out of further mailings. If you have any questions, concerns, or comments about our privacy policy you may *contact us*

2. Delivery Policy

Currently our only offer is for customers to collect products at the event on 10 November 2024. Pending availability of products post event we will determine if we extend our offer to include a delivery service. A delivery service is likely to attract a service fee. Customers who have purchased products have been notified by confirmation email to seek out the merchandise hut at the event. Products are awaiting collection.

3. Terms and Conditions or Refund/Return policy

By placing an order you are offering to purchase a product on and subject to the following terms and conditions. All orders are subject to availability and confirmation of the order price.

In order to contract with ArtNeun.com.au you must be over 18 years of age and possess a valid credit or debit card issued by a bank acceptable to us. ArtNeun.com.au retains the right to refuse any request made by you. If your order is accepted we will inform you by email. When placing an order you undertake that all details you provide to us are true and accurate, that you are an authorised user of the credit or debit card used to place your order and that there are sufficient funds to cover the cost of the goods. All prices advertised are subject to such changes.

(a) Our Contract

When you place an order, you will receive an acknowledgement e-mail confirming receipt of your order: this email will only be an acknowledgement and will not constitute acceptance of your order. A contract between us will not be formed until we send you confirmation by e-mail that the goods which you ordered have been dispatched to you. Only those goods listed in the confirmation e-mail sent at the time of dispatch will be included in the contract formed.

(b) Pricing and Availability

If we discover an error in the price of any goods which you have ordered we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund. Delivery costs will be charged in addition; such additional charges are clearly displayed where applicable and included in the 'Total Cost'. Inventory numbers are tracked automatically and availability of products will appear as available until sold out.

(c) Refund

Customers are welcome to exchange products for alternate sizes or colours once view at collection point. If they determine they wish for a full refund that will be obliged as long as garments have not been used and are in a condition that enables them to be resold.