

DELIVERY OBLIGATION

The Products to be supplied by the Fast Proof Press Pty Ltd herein (the Company) will be stated in the Company's written order confirmation/invoice. Extras will be invoiced together with initial order. Unless otherwise agreed in writing, products will be delivered to the Customer's premises Ex-Works . Availability dates for the supply of products are estimates only, but the Company will use its reasonable endeavours to adhere to any such estimates. If the Company is delayed by any circumstance or event beyond its control then it may suspend or extend the delivery time for the whole or any part of the Products and will not be liable to the Customer for any loss or damage arising from any such delay. Any special delivery instructions must be received by the Company in a timely manner to enable the Company to comply with such instructions. Any failure by the Company to comply by reason of non-receipt of special delivery instructions will not entitle the Customer to repudiate the contract. It is the Customer's responsibility to ensure that the Products conform to their requirements. The Company reserves the right to deliver the Products in whole or by instalments, as well as to deliver prior to the date for delivery and in such event the Customer must not refuse to take delivery of the Products. Where the Products are delivered by instalments, each instalment is sold under a separate contract. Any failure on the part of the Company to deliver instalments within any specified time does not entitle the Customer to repudiate the contract with regard to the balance remaining undelivered.

Privacy Policy

Fast Proof Press herein (the Company) is committed to providing you with exceptional service, and this includes protecting your privacy. We hope that this Personal Information Management Statement will help you understand how Fast Proof Press collects, uses and safeguards your personal information in accordance with the National Privacy Principles contained in the Commonwealth Privacy Act 1988.

Personal Information Collection

In its capacity as a trade printer, the Company collects personal information about its employees, clients, suppliers, sub-contractors and others with whom it deals, in order that it can effectively conduct its business. This personal information will include sufficient details for the Company to effectively interact with them in the conduct of its business. It may include your name, business name, date of birth, address, telephone/mobile phone number, email address, bank account or credit card details, occupation and in some instances, other sensitive information.

The Company obtains personal information from individuals in various scenarios, including the following:

- From individuals applying for jobs
- In receiving an order
- In processing a credit card payment
- From creditors and debtors in the usual course of business, and
- Where we enter into contracts with individuals

Information Use

The primary purpose for collecting, holding and using the personal information is for the establishment and maintenance of records for our clients, suppliers of goods and services, and others with whom we conduct business in order that we can work effectively with them. Personal information collected is also used to facilitate distribution of corporate communications, including information that is relevant to the promotion or reporting of our business activities. Your personal information is also collected to promote and market other services which we consider may be of interest to you.

If you do not wish us to contact you regarding these other services, please contact Administration by emailing [mailto:cs@fpp.net.au?subject=Privacy Information](mailto:cs@fpp.net.au?subject=Privacy%20Information). The Company may also disclose personal information to its advisers and other parties in connection with the present and future conduct of its business, or to provide the product or service you have requested. When this occurs, they will not be permitted to use any personal information they have access to beyond what is necessary to assist us. The Company has legal and statutory obligations in relation to the collection and use of some of this personal information.

If you choose not to provide personal information, the business to be conducted between us may not be possible and we may not be able to provide you with the services you require, or the standard of service we pride ourselves on.

Access and Correction

You can contact Administration (see below) if you would like details of personal information which may be held about you or if you wish to correct any personal information held. To ensure the integrity and safety of personal information, the Company will normally only disclose personal information it holds to the individual concerned or to someone having proper authorisation or authority to request such information, or to fulfill legal or regulatory requirements.

The Company takes considerable care in ensuring all personal information is accurate and up-to-date. However, the accuracy of this information will depend on the information you provide. As such, it is recommended that you notify us of any changes or recognised errors in your personal information.

Storage and Security of Personal Information

Personal information is principally held in electronic databases maintained within the Company's computer network. We use a range of security processes to protect the confidentiality and security of personal information held.

Changes to this statement

Any changes made to this statement from time to time will be incorporated in an updated version which will be made available on our website www.fastproofpress.com.au You are also able to obtain a copy of our latest privacy statement by contacting the address below.

Further Information

If you would like any further information or wish to voice your concern on any matter to do with either this policy or use of your personal information, please contact Administration, Fast Proof Press Pty Ltd, PO Box 2022, Nerang MDC QLD 4211. Telephone (07) 55784722 or Email: cs@fpp.net.au

If you are not happy in respect to how we have dealt with your personal information or in gaining access to it, you should firstly contact us to discuss your concerns. Then if you are still not satisfied you should contact the Office of the Federal Privacy Commissioner - Privacy Hotline on 1300 363 992 or visit their website at www.privacy.gov.au for further assistance.

Return Policy

By Law it is illegal for Fast Proof Press Pty Ltd to reject or deny a legitimate refund claim under the Australian consumer protection guarantees. Fast Proof Press Pty Ltd however, does to the maximum extent of the law (1) Excludes or limits those consumer guarantees. (2) Limits liability at the choice of Fast Proof Press Pty Ltd, in all cases of supplied services or the reimbursement of costs associated with having the supply/resupply of service. (3) Limits its liability at the choice of Fast Proof Press Pty Ltd, in the case of goods supplied/ resupplied, or the cost to resupply equivalent goods; or the payment of the cost of having the goods repaired.

If you request a refund, the time it takes for your refund (if approved) to arrive may depend on your bank. This can take up to 30 days from the time of acceptance. Certain circumstances are beyond Fast Proof Press¹ control and we are not responsible for: spelling, punctuation or grammatical error made by the customer, inferior quality or low-resolution of uploaded images, design errors introduced by the customer in the document formation process, any user-selected options such as choice of finish (including expressed verbally to any of Fast Proof Press¹ servants or agents), quantity or product type, and damage to the product after the delivery of the goods.

