

RAQ Online Shop Terms of Service

When you interact with the RAQ, these are our Terms and Conditions.



Terms of Service (Online Shop)

1. About Us

These Terms of Service apply to purchases made through the RAEME Association Queensland Inc. ("RAQ", "we", "us", or "our") online store.

By placing an order, you agree to these Terms.

2. Membership and Pricing

2.1 RAQ Member Discount

All approved financial RAQ members are eligible to receive a "member price", which is a discounted price from the published retail price.

- To receive the member discount, you must be logged into your online account **prior to finalising your purchase**.
- If you do not log in before completing your purchase, the retail price will apply.
- We are unable to retrospectively apply or refund the difference between the member price and retail price after a purchase has been completed.

An "approved member" includes applicants whose membership has been **provisionally approved**.

If you experience issues logging in, please contact: webmaster@qld.raeme.org.au

2.2 General Pricing

- All prices are displayed in Australian Dollars (AUD).
- Prices exclude delivery unless otherwise stated.
- Pricing is subject to change without notice.

3. Orders

- You must ensure all information provided is accurate and complete.
- Orders are subject to acceptance and availability.
- An order is confirmed once payment has been successfully processed.

We reserve the right to cancel or refuse any order where:

- payment is not authorised,
- there is an error in pricing or description, or
- goods are unavailable.

Where we cancel an order, a full refund will be provided.

4. Pricing and Payment

- Payment must be made at the time of order via the available payment methods.

If we identify an error in pricing or postage after your order:

- we will contact you before processing, and
- you may choose to proceed or cancel for a full refund.

5. Delivery

Delivery is provided via Australia Post.

Estimated delivery times (excluding handling):

- Standard Post: 3–6 business days
- Express Post: 1–3 business days

These timeframes are estimates only.

We will make reasonable efforts to meet delivery timeframes, however delays may occur outside our control.

Important:

Nothing in this section limits your rights under Australian Consumer Law.

Risk in the goods passes to you upon delivery, subject to your rights under Australian Consumer Law.

6. Pre-Orders

From time to time, RAQ may offer pre-order items requiring upfront payment.

- We will endeavour to supply these items as advertised.
- If delays occur, we will notify you where possible.
- If a product becomes unavailable, you may choose:
 - a full refund, or
 - a store credit.

If delays become unreasonable, you may cancel your order for a full refund.

7. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to:

- a replacement or refund for a major failure; and
- compensation for any other reasonably foreseeable loss or damage.

You are also entitled to:

- have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in these Terms excludes, restricts or modifies your rights under Australian Consumer Law.

8. Returns and Refunds

8.1 Faulty or Defective Goods

If goods are faulty or do not meet consumer guarantees:

- you are entitled to a remedy in accordance with Australian Consumer Law, and
- we will cover reasonable return postage costs.

For major failures, you may choose a:

- full refund (including any delivery costs), or
- replacement.

For minor failures, we may choose to:

- repair, or
- replace the goods.

8.2 Change of Mind Returns

We may, at our discretion, accept returns for change of mind where:

- goods are unused and in resalable condition, and
- returned within a reasonable timeframe.

In these cases:

- return postage costs are the customer's responsibility, and
- a restocking or handling fee may apply.

Certain items may not be eligible for return where they cannot be resold.

8.3 Exclusions

Returns may not be accepted where:

- the product has been used, damaged, or modified;
- damage is caused by misuse, neglect, or external factors (e.g. fire, water damage);
- faults were disclosed prior to purchase.

These exclusions do not apply where inconsistent with your rights under Australian Consumer Law.

9. Warranty

Any manufacturer's warranty or RAQ warranty applies in addition to your rights under Australian Consumer Law.

Warranty periods stated by RAQ or suppliers do not limit the period in which you may be entitled to a remedy under Australian Consumer Law.

10. Making a Claim

To make a return or warranty claim:

- cease using the product, and
- contact: merchandise@qld.raeme.org.au

You must provide proof of purchase.

11. Liability

To the extent permitted by law:

- we are not liable for indirect or consequential loss;
- we are not liable for delays or failures outside our reasonable control.

However, nothing in these Terms excludes or limits liability where it cannot be excluded under law, including under Australian Consumer Law.

12. Donations

Donations to RAQ:

- are voluntary;
- are used to support RAQ activities;
- are not tax deductible, as RAQ is not a registered charity.

13. Cookies

Our website uses cookies to enhance user experience.

Cookies:

- help recognise returning users;
- do not identify you personally.

You may disable cookies via your browser settings, though this may impact website functionality.

14. Privacy

We are committed to protecting your personal information.

We may collect and use your information to:

- process orders and provide services;
- communicate with you;
- improve our services.

We may disclose your information to:

- service providers (e.g. payment processors, delivery providers);
- professional advisers;
- where required by law.

You may request access to or correction of your personal information by contacting us.

We take reasonable steps to protect your data through:

- secure systems and access controls;
- technological safeguards.

15. Governing Law

These Terms are governed by the laws of Queensland, Australia.

16. Changes to Terms

We may update these Terms from time to time.

The latest version will always be published on our website.