



# me mo books Website Terms and Conditions

Last updated 4 July 2019

These terms and conditions (**Terms**) apply to your use of this Website (**Website**), being the web pages located at [www.memobooks.com.au](http://www.memobooks.com.au) and all components of and content on those pages. If you access or use the Website, you are taken to accept these Terms.

We may change these Terms at any time without notice. Any changes will apply from the time they are included on the Website and will bind you if you use this Website after this time.

This Website is owned and operated by **Little Village Books Pty Ltd** (ACN 624 424 031) trading as **me mo books** (ABN 416 624 424 031) (**me mo books**). References to “we” or “us” are to me mo books and references to “you” mean you, the Website user.

1. **Other website terms:** When you access or use the Website you may access or use other websites with content and functionality that we are not responsible for and that are subject to different terms of use. The terms of these other websites apply when you access or use these other websites and not these Terms.
2. **Prices:** All prices are in:
  - Australian dollars and inclusive of GST if the AUD option on the Website is selected; and
  - New Zealand dollars if the NZD option on the Website is selected.

Our online prices may change without notice and may vary from the prices for me mo books product(s) sold elsewhere.

3. **Products:** The actual colours of our products you see online will depend on the resolution, display settings and capabilities of the screen you view them on.
4. **Product Availability:** Please check the availability of the product you wish to purchase on our Website. Once we have received your order, you will receive an email confirming receipt of your order. This is not a guarantee of availability.

Supply issues or unexpected demand may occasionally result in stock being temporarily unavailable.

5. **Payment:** We accept payment via:

- the Square AU Pty Ltd (ABN 38 167 106 176) system (for the AUD option on the Website only). Please see Square's website for their Square Seller Agreement and Privacy Policy (available at <https://squareup.com/au/legal>)
- the Paypal Australia Pty Limited (ABN 93 111 195 389) system (for both AUD and NZD options on the Website). Please see PayPal's website for their User Agreement for Paypal Services (available at <https://www.paypal.com/au/webapps/mpp/ua/legalhub-full>)

6. **Time for shipping:** Your me mo books product(s) will be shipped once payment has been received by us.

7. **Delivery Address:** Please specify an accurate delivery address for your order as we are unable to redirect parcels once dispatched. Where the shipping address differs from the billing address, please ensure permission is obtained from the occupant of the specified delivery address.

8. **Dispatch timeframes:** Orders placed with all products in stock will be dispatched within 2 to 4 business days. Orders for out of stock products will be dispatched within 2 to 4 business days of the product(s) becoming available.

9. **Shipping:** We offer the following shipping / collection options:

- **Ship within Australia** This is via the Australia Post letters service, which does not offer tracking;
- **Collect for FREE – Surrey Hills, Melbourne:** Pick up is available from a location in Surrey Hills in the eastern suburbs of Melbourne; and
- **Ship to New Zealand:** This is via the Australia Post international letters service, which does not offer tracking.

10. **Shipping via Australia Post – timeframes:** Please allow up to 6 business days after dispatch for your order to reach you if you are in a metropolitan area in Australia. If you live outside a metropolitan area in Australia, the delivery may take longer. For orders shipping to a New Zealand address, please allow 7 business days after dispatch for your order to reach you.

11. **Shipping via Australia Post – delays:** If a delay is experienced with an Australia Post delivery, please check with your local Australia Post office and if your order hasn't arrived after three weeks, please contact us.
12. **Our LOVE IT GUARANTEE:** If you buy the baby + me book on our Website and do not love it, please send it back to us in an unused and undamaged condition within 7 days of receiving it and we will provide you with a full refund of the purchase price and all shipping costs (return shipping costs are covered up to the amount paid in shipping (if any) to ship to you).
13. **Faulty or damaged products:** All products are packaged with care and checked before dispatch. However, in the unlikely event you receive a product that is faulty or damaged, please contact us by email ([hello@memobooks.com.au](mailto:hello@memobooks.com.au)) upon receipt of the product.
14. **Promotional discounts:** We may offer promotional discounts on certain, purchases made through our Website. The conditions of any promotional discounts will be specified. Where a refund is issued on an order containing a promotional discount, the refund will match the amount tendered, after deducting the promotional discount.
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18. **Commercial Electronic Messages:** If you show interest in me mo books product(s) (including by subscribing to our mailing list) through your use of this Website, you consent to us sending commercial electronic messages (including messages about our products) to the electronic addresses that you have provided to us.
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24. **Governing law:** These Terms are governed by the laws in force in Victoria, Australia and you submit to the non-exclusive jurisdiction of the courts of Victoria, Australia and any courts which may hear appeals from those courts in respect of any proceedings in connection with these Terms or this Website.
25. **Severance:** If any clause of these Terms is held to be invalid, void, unlawful or unenforceable for any reason, that clause will be severed from these Terms and it will not affect the validity and enforceability of the remainder of these Terms.