



# Gym Fobs Direct

## Cut Out The Middle Man



### Term and Conditions

“Gym Fobs Direct” is a trading name of **Tucumcari Industries Pty Ltd** - ABN: 21 614 249 606.  
Postal Address PO Box 4682 Sunshine Coast MC QLD 4556. Office Phone Number - (07) 5302-7035

#### Privacy Policy

Gym Fobs Direct is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au)

#### Design / Artwork

When placing an order for custom printed fobs or cards, we will require a logo or artwork to be provided to us in an editable design format. This design format or "Vector" file could be an **.AI**, **.EPS**, **.PSD**, or **.PDF**. If you do not have your logo or artwork in one of these formats, please contact our team to discuss available options. We will at our discretion without charge provide digital proofs for potential orders. If a logo needs to be designed, redesigned or redrawn into a vector file, there may be additional charges for these services however these would be discussed with the customer before any works are undertaken. As we endeavour to reproduce specific colours, exact colour matching cannot be guaranteed due to the nature of CMYK full colour print and variations in monitor colour settings.

#### Refund Policy / Cancellations

For all orders that are custom designed, a digital proof will be emailed to the customer prior to the order being officially placed, or any payment taken. The proof will be a virtual design of the potential order, showing the customer how the finished product would look; this allows for any changes to be requested before production starts. Once the proof has been approved by the customer and manufacturing begins, it would not be possible to modify the design.

After purchasing a stocked item, no refunds will be given if a customer simply changes their mind. For custom manufactured orders, if an order is cancelled after initial confirmation, but before manufacturing has commenced, a refund will be given less a design charge of \$140 + GST, if however, manufacturing has started on the order, no refund will be given.

#### Delivery Policy

Stocked items will be dispatched once full payment has been made and a remittance or proof of payment is sent to our office. For custom designed orders a 50% initial deposit will be taken on order confirmation with the remaining payment to be made once the manufacturing is complete and the order is ready to be dispatched from our Brisbane office. The delivery cost will depend on the quantity of the order, our recommended delivery method is via registered courier.

#### Warranty

If there is a fault with a product supplied by the company, we will at our discretion, either refund, exchange or repair the unit during the warranty period. The warranty on supplied hardware is for a period of one year during which time the physical functionality, of the RFID fob/reader, will be covered. Cosmetic damage is not covered under the warranty nor is malicious or intentional damage.

These terms and conditions are governed by and construed in accordance with the laws of Queensland, Australia. Any disputes concerning this website are to be resolved by the courts having jurisdiction in Queensland. These terms and conditions do not affect your statutory rights as outlined by the ACCC.

[www.GymFobsDirect.com](http://www.GymFobsDirect.com)

[Info@GymFobsDirect.com](mailto:Info@GymFobsDirect.com)

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