

Williamstown Hospital Opportunity Shop – Western Health

EBay Store Terms and Conditions

<https://www.ebay.com.au/str/williamstownhospitalopshop>

This document can be viewed on - <https://www.westernhealth.org.au/Foundation/LatestNews/Pages/Williamstown-Hospital-Opportunity-Shop.aspx>

Other info : <https://www.facebook.com/WilliOpShop/>

Please take few minutes to read the below information about the legal terms and conditions that apply to your use of the [Williamstown Hospital Op shop ebay store](#) and any products that you order from us. BY USING THIS WEBSITE, YOU ARE AGREEING TO THESE TERMS OF USE. The use of the Ebay site is also covered by the [ebay terms of use](#).

About

Please remember that Williamstown Hospital Opportunity Shop is a small independent shop that relies on the good will and generosity of its patrons and is run by volunteers. Funds raised from the Williamstown Hospital Opportunity Shop are forwarded to the Western Health Foundation. Western Health Foundation is mindful to prioritise projects that are based at the Williamstown Hospital site (such as the recent [redevelopment](#)). Western Health Foundation (ABN 37 867 721 909) is a registered charity with the Australian Non-Profit and Charities Commission (ACNC) and holds Tax Concession Charity (TCC) and Deductible Gift Recipient (DGR) status.

Payment options accepted

Items are to be paid via Pay Pal, Credit Card or After Pay via Ebay. You do not require a PayPal account to pay. PayPal accepts one off Visa and Mastercard payments.

Cash payments are not available. The price is set and there are no options for discount. Items cannot be purchased via the physical store in Williamstown. Items are not tax-deductible as a donation.

Delivery

We use [Australia Post express post](#) envelopes for all of our shipping needs and we will only deliver to addresses within Australia. All orders will be shipped from our Williamstown Hospital Opportunity Shop location after 5 working days and once payment has been cleared. [Delivery lead time will vary depending on your location](#) . Australia Post Express Post envelope indicates that it will be delivered in 5 – 10 working days and is prioritised as a fast option for customers. However, we cannot guarantee that delivery will occur within any timeframe as we are dependent on Australia Post and other third parties.

Price of each item includes postage cost of relevant express post parcel envelope. The tracking number will be emailed to the customer.. If selecting multiple items at the checkout this will be packed together (limit 4 - 5kg). Please notify us if your item has not been delivered in 30 days.

We do not do international deliveries.

Returns policy and Australian Consumer Law

We generally have a [no returns policy](#) and this aligns with physical store policy.

Our goods come with guarantees and warranties that cannot be excluded under the Australian Consumer Law (**Non-Excludable Guarantees**). We further acknowledge that nothing in these terms purports to modify or exclude the Non-Excludable Guarantees. We also acknowledge and comply with the [eBay return policy](#).

We exclude all warranties and guarantees in connection with all goods supplied to you other than:

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- (i) those which may not be excluded under the Competition and Consumer Act 2010(Cth) or other relevant legislation;
- (ii) any express written warranties or guarantees issued or approved in writing by us covering the goods we supply.

For the avoidance of doubt, this exclusion includes an exclusion of all conditions and warranties implied by custom, the general law or statute and for damages suffered by you arising in any way out of the supply, delay in supplying or failure to supply goods.

Our liability under any guarantee, condition or warranty implied or stipulated by the Competition and Consumer Act 2010 (Cth) or similar legislative provision which may not be excluded but may be limited in any of the following ways, is limited at our option to:

- (i) the replacement of goods or the supply of equivalent goods;
- (ii) the repair of goods;
- (iii) the refund of the price paid by you for goods.

Return procedures are outlined in more detail in the [eBay return policy](#). We require the customer to notify us and discuss the return and the item should only be returned with prior approval of the Western Health staff representative at Williamstown Hospital Opportunity Shop via the ebay message, ebay returns or the ebay resolution centre. Western Health will consider case by case basis if a product is damaged on arrival. No international returns accepted.

Any item which we have agreed can be returned must be returned within 30 days in its original packaging, in the same sized Express Post Envelope outlined in description. Customers must pay for the cost to return the item. Tracking number and date sent must be emailed to Western Health staff representative at Williamstown Hospital Opportunity Shop via the ebay message, ebay returns or the ebay resolution centre. Items must be in the same condition as when the customer received the item. Western Health will only refund the customer after the item has been returned and received.

Cancellation and returns

We will dispatch your goods 5 working days after the transaction has been processed and cleared to allow reasonable time to change your mind. After these 5 days, goods can only be returned in accordance with your rights under the Ebay terms and conditions or the Australian Consumer Law. Western Health requires 14 days after the purchase date as processing time be able to enable finance to return customer's funds.

Description of items

When placing information onto the Williamstown Hospital Opportunity Shop ebay store, we take as much care as possible to ensure that all details, prices, product images and descriptions displayed are correct. The images form part of the description and should be considered to determine quality of the item(s). While we have made every attempt to show textures, appearances and colours of our products as accurately as possible, what you see will vary depending on your monitor and computer equipment. We cannot guarantee that the product images are an exact representation of the actual products. Please contact the Customer Service team to request an additional measurement that may help you make your

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purchase decision. If you believe an item is significantly different from the description, you may be eligible for a refund under the Australian Consumer Law.

Privacy

Names, usernames, addresses and contact details provided via Ebay will be shared with Australia Post and couriers for dispatch purposes only. Please only include postage details that you are happy to be shared with couriers.

We may collect and use the personal information you give us via the Ebay site. Our privacy policy, which explains how and why the Western Health Foundation collects and protects the privacy of personal information about you, or provided by you, can be found [here](#).

Abuse

We reserve the right to block or end communication with buyers at any time for any reason, including those who are abusive, do not follow appropriate ebay or PayPal procedures or do not comply with these terms and conditions.