



The fresh ocean taste... from South Australia to you

Mobile: +61 (0)428 844 487
Phone/fax: +61 8 8685 5070
Email: jedd@naturaloysters.com.au
Address: 52 Nicholson Avenue, Coffin Bay, South Australia 5607
PO Box 142, Coffin Bay, South Australia 5607

DELIVERY POLICY

In our selling season if you order and pay by Friday your oysters will be delivered the following Thursday – weather permitting.

It is your obligation to enter the correct delivery address details at time of ordering. If you enter the wrong address, we are not obliged to re-send the order to the correct address at our expense.

Unfortunately, we are unable to guarantee time of delivery.

It is the responsibility of the customer to inform **Natural Oysters** if an order does not arrive. We will investigate to ensure delivery occurs as soon as possible and will advise the outcome. We will not be held liable for any loss or damage resulting from late delivery.

Late but reasonable delivery does not entitle cancellation of an order. Risk passes on delivery.

REFUND POLICY

If you receive a substandard product we will replace the order or refund your money at our discretion. It will be your responsibility to dispatch the product back to **Natural Oysters**, 52 Nicholson Avenue, Coffin Bay within 24 hours of delivery in original condition.

PRIVACY POLICY

We have committed ourselves to protecting your privacy. **Natural Oysters** will not sell its database of customer details or details about customers to a third party. Any and all the information collected on this website will be kept strictly confidential and will not be sold, reused, rented, disclosed, or loaned! We respect the right of users to remain anonymous and will endeavour not to knowingly disclose user identities unless directed by a court of law.

Natural Oysters does not sell, trade, or rent your personal information to others. **Natural Oysters** will only release customer information when we believe, in good faith, that such release is reasonably necessary to

- (i) comply with law,
- (ii) enforce or apply the terms of any of our use agreements or
- (iii) protect the rights, property or safety of **Natural Oysters**, our users, or others.

When you place an order through this website, we need to know your name, e-mail, phone number, address and credit card details if paying by credit card. This allows us to process and fulfill your order successfully. It also helps us in maintaining your account.

When you place orders, we use a secure server. The secure server software (SSL) encrypts all information you input before it is sent to us. Furthermore, all of the sensitive customer data we collect is protected by several layers of encryption and several layers of security to prevent unauthorised access to Credit Card Details. All credit card payments are processed securely through PayPal or through the DirectOne Payment Gateway and ANZ. Payment by credit card is the fastest way to receive your order as there is no clearance delay. **Natural Oysters** does not store any credit card information on our servers.

What about Cookies?

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies do not contain any personally identifying information. They allow you to place your online order and to login once you are subscribed. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that. You will need cookies enabled to use the **Natural Oysters** website.

PAYMENT GATEWAY INFORMATION / SSL TEXT

Our payment options available are safe and secure. We offer Credit Card processing and Direct Deposit into our bank account. Credit Card payments are made directly through PayPal or through DirectOne's 128 bit SSL Encryption software to insure your personal details are kept safe. None of your payment details are stored. This ensures you will be happy with your transaction.

By using our website, you consent to the collection and use of this information by **Natural Oysters**. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

SHOULD YOU OBJECT TO ANY OF THESE TERMS AND CONDITIONS (INCLUDING ANY SUBSEQUENT AMENDMENTS), YOU MUST IMMEDIATELY DISCONTINUE USING THIS WEBSITE.