

Terms and Conditions for ProShop (No Delivery Option)

Welcome to Aussie Gems Dance, Gymnastics and Cheerleading proshop. By making a purchase on our website, you agree to the following terms and conditions. Please read them carefully before completing your transaction.

1. Purchases

Product Availability: All products are subject to availability. We reserve the right to limit quantities or refuse any order.

Order Confirmation: Upon placing an order, you will receive an email confirmation detailing your purchase. This does not constitute acceptance of the order.

2. Payment

Accepted Payment Methods: We accept visa, mastercard, amex, debit cards

Pricing: All prices are listed in \$AU and include applicable taxes unless otherwise stated. We reserve the right to change prices at any time.

3. In-Store Pickup

4. All prices include the online surcharge of 1.75%

Pickup Location: Orders must be picked up at 10/25 Frenchs Forest Rd E, Frenchs Forest. Pickup hours are as noted on the contact us page under admin hours.

Pickup Deadline: Orders must be picked up within 30 days of the pickup notification. After this period, orders may be canceled, and a restocking fee may apply.

4. Returns and Exchanges

Eligibility: Returns and exchanges are accepted within 30 days of pickup or in person purchases. Items must be in their original condition with all tags attached.

Non-Returnable Items: Personalised or custom items and final sale items cannot be returned or exchanged.

Return Process: To initiate a return or exchange, contact our customer service team at info@aussiegems.com.au with your order number and reason for return.

5. Cancellations

Order Cancellations: Orders can be canceled before they are processed. Contact our customer service team as soon as possible to request a cancellation. Once processed, orders cannot be canceled.

6. Changes to Terms and Conditions

Modifications: We reserve the right to update these terms and conditions at any time. Changes will be effective immediately upon posting on our website.

7. Contact Us

If you have any questions or concerns regarding these terms and conditions, please contact us at:

Email: info@aussiegems.com.au

Phone: 02 9451 5706

Thank you for shopping with Aussie Gems. We appreciate your business!