

SHIPPING INFORMATION

1. All consignments and orders are dispatched using the most efficient and cost effective method.
2. Customers are advised to clearly mark their street address (package delivery address) on their order form. Couriers require a street address to make deliveries.
3. If your delivery address involves use of a Post Office Box; R.M.B. (Roadside Mail Bag), M.S. (Mail Service) etc., we must use Australia Post.
4. Please remember to advise the S.C.E.E. office of any change of delivery address as soon as possible.
5. If you have special delivery instructions, you must clearly mark these on your order form.

IMPORTANT NOTE: Deliveries during school holidays. Schools generally close during a holiday period. If your school is expecting a delivery during a holiday period and there is no one in attendance on site at the school alternative delivery address details are necessary for the duration of the school holidays. Some couriers by policy and practice hold orders until resumption of the school term.

6. All freight and handling charges are payable by the school.
Where it has been established that SCEE has made an error (i.e. goods not dispatched according to customer order, damaged items, etc.) OR an item is placed on back order, freight charges are not payable by the customer.
7. SCEE will not split orders in order to bring them under a certain value. (Customers may submit separate orders which will be subject to two lots of freight charges).
8. All customers should receive a freight charge chart (FPI) with their order forms. A new set of order forms is sent each time an order is dispatched.

OVERSEAS DISPATCH AND DELIVERIES

Overseas customers are advised that local import duty and taxes may be applicable to goods shipped from Australia (eg. Goods & Services Tax in New Zealand and VAT in Papua New Guinea). These charges must be paid prior to the release of the goods in question.

Important Information: Please read carefully

DELIVERY INSTRUCTIONS ARE THE RESPONSIBILITY OF THE SCHOOL.

In the absence of these instructions, we will use TNT Air Courier for INTERNATIONAL consignments and Australia Post for DOMESTIC consignments as a rule.

TNT is generally quicker and more reliable than the Post Office for overseas deliveries. However, there are certain advantages and disadvantages with both services.

TNT offers a tracking service which is not provided by the Post Office. The delivery time tends to be considerably shorter than the Post Office. All deliveries are door to door. However, in certain cases TNT costs more than the Post Office Air Mail service. Also, in certain countries, additional charges may be levied on top of Import duties, VAT, GST, and taxes. These may involve "Administration charges" or Storage fees in cases where TNT has needed to store a consignment on behalf of the customer. It is therefore in the client's interest to obtain this information prior to placing an order with SCEE and advising us what method of delivery you would prefer. *Australia Post is preferable to TNT for some countries because of Customs clearance procedures.* The responsibility for obtaining information about import duties and taxes is the Customer's not SCEE's.

Overseas customers should be aware that import duties and fees may be levied by Customs Authorities based on the declared value of goods in a consignment. Our goods are described as "EDUCATIONAL MATERIAL – NOT FOR RESALE" However, we cannot say they have "NO COMMERCIAL VALUE" as a financial transaction has taken place between us as the supplier and you as the customer.

Our invoices will list two amounts. One will be the total value of the order including freight. The other total will be a comment in the body of the Invoice: VALUE OF GOODS FOR CUSTOMS PURPOSES IS \$..... This second value is purely the value of goods without freight. It is this second amount which is declared on Customs Documents. Depending on the country of destination and sometimes even the local official involved, duties and taxes may be payable by you as the recipient and importer of the goods. *SCEE cannot guarantee that no taxes or duties will be payable by the client irrespective of the carrier.*

If you are uncertain about the cost of a particular delivery service, you can contact SCEE for a quote. However, the quote will not include any of the charges mentioned above.