

## Book Sales and Return Policy

HTAV trades in Australia ONLY. All prices are GST inclusive and are subject to change without notice.

**Sales are made on a FIRM ORDER basis.**

Postage and Handling charges apply to all orders. Goods are posted out via Australia Post, as a regular mail.

Orders placed in advance for upcoming titles are treated as backorders, and carry separate postage and handling charges.

The HTAV does not consolidate orders. Goods ordered are supplied subject to availability. Please allow 5–10 working days for processing and dispatch of book orders.

Only institutions that have an account already set up with HTAV may request a sale 'on invoice' as a payment option, and a Purchase Order Number must be provided.

NEW customers of the HTAV must provide payment with their first order before goods can be delivered.

Postage and Handling charges as of 1 January 2018:

1–3 items	\$12.00	(WA / NT \$16.00)
4–9 items	\$ 16.80	(WA / NT \$24.00)
10–14 items	\$ 19.00	(WA / NT \$32.00)
15–20 items	\$32.00	(WA / NT \$50.00)
20+	please contact HTAV	

Trade discount applies to booksellers that have an account set up with HTAV.

Vouchers must be used within one transaction before 31 December of relevant year, and cannot be exchanged for cash.

Orders received by HTAV marked 'Goods to be collected' must specify a collection date. If no collection date is nominated, goods must be picked up within 5 working days of the order. The HTAV takes no responsibility if goods are no longer available after that date. Customers will be notified if goods are not available by the requested date.

**RETURNS are allowable only in the following circumstances:**

- Transit damage/faulty
- Titles incorrectly supplied by HTAV
- The HTAV cannot accept returns of customers' overstock

All claims must be made within 30 days from date of invoice, and specify the HTAV invoice number relevant to the sale.

A Return Authorisation Number is required PRIOR to returning items to HTAV. For eligibility, please email [accounts@htav.asn.au](mailto:accounts@htav.asn.au). Books returned without a RAN will not be accepted.

HTAV does not carry the costs related to return of goods, except where goods were incorrectly supplied.