

Delivery, Exchange and Refund Policies

Delivery

AFTC Publishing Pty Limited (the publisher of *Australian Family Tree Connections* magazine) delivers products Australia wide and overseas using Australia Post.

All delivery costs are included in the cost of our products.

All orders are despatched within 24 hours of receipt.

In the unlikely event that there will be a delay in your order being despatched, we will contact you to advise when your order is being sent.

Exchange

AFTC Publishing Pty Limited takes great pride in the quality of all its products. In the unlikely event that the product you order is faulty we will happily replace it. This policy applies for one (1) week after receipt of goods delivered within Australia and two (2) weeks after receipt of goods delivered overseas.

If a Back Issue for an incorrect month is ordered we will exchange it for the correct month, provided:

- a) the incorrect month Back Issue is returned to us in perfect condition, along with proof of purchase; and
- b) the postage cost of supplying the correct month Back Issue is pre-paid.

Refund

In the event that an *Australian Family Tree Connections* magazine subscriber's death occurs prior to the expiry of his or her subscription, upon notification the balance amount of such subscription will be forwarded to the legal representative handling that subscriber's estate.