

TERMS AND CONDITIONS

Delivery Policy

1. Payment is required before your order can be delivered to you
2. Trix Circus accepts the following credit cards for payments: Visa and Mastercard
3. Trix Circus offers Standard Mail via Australia Post as its standard delivery option (refer to restrictions section). For international deliveries, Trix Circus offers this service via DHL. We reserve the right to change the shipping carrier, depending on stock availability, destination country and shipping carrier.
4. Delivery times:
 - For Australian orders, delivery usually takes 1-2 weeks
 - For international orders (air mail), delivery time may take up to 3-4 weeks
 - For international express courier orders, delivery time may take up to 1-2 weeks

If for any reason we cannot fill your order within the specified times above, within 2 business days of placing your order a representative will advise you when the order will be processed and delivered.

Rush Orders

1. All rush orders incur a 15% surcharge.
2. All orders with a turnaround of less than 7 days requested by the customer is considered a rush order.

Refund/Return Policy

1. If your product is defective on arrival or incorrectly shipped, please notify us within 14 days of receiving the product. Return the defective or wrongly shipped product to us within 14 days of notification. You will need to provide the following information, most of which will be on your invoice before we can offer a refund or replacement:
 - Name and contact details of original purchaser
 - Copy of invoice (including invoice number, invoice date and name of product to be returned)
 - Date of receiving the product
 - Reason for return
2. If you return a product because it was defective on arrival but we find that the product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you. You will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 14 days of receipt of the invoice.
3. If the product is defective or incorrectly shipped (different to the one you ordered), upon receipt of the return product, we will offer you to select either a replacement product or a refund by applying a credit against the credit card used for the original purchase issued for the original purchase price of the product and associated freight cost.
4. A copy of the purchase invoice must be included with the returned product.
5. You are responsible for all the costs associated with the return of the product to us and we will not pay or reimburse any associated costs. We recommend that products returned by post be sent by registered or certified mail. We accept no responsibility for loss or damage occurring in transit. If a product is not returned to us in the same condition it is sent, with no signs of use or wear and tear, it may be returned to you at your cost.
6. Trix Circus does not provide refunds if you simply change your mind. An exchange may be arranged at Trix Circus discretion under legitimate conditions.

Restrictions Imposed by the Destination Country

Every country has a specific list of articles, which are prohibited or restricted. For details on each country, refer to the [Australia Post International Post Guide](#).

Customer Data/Privacy Policy

1. We do not collect personal information when you visit our site unless you place an order or contact us via our web-based email form.
2. When you place an order you will be asked for the following personal information: your name, email address, mailing address, delivery address and phone number. We may share this information, and only that information which is absolutely necessary, with those third parties that are involved in the processing of your order. For example, the financial institution that issued your credit card and shipping carrier for delivery of your order.
3. We do not share, sell, rent or barter any identifiable personal information to any third party without your permission.
4. When you submit feedback or questions via email, we will request your name and email address. We use this information solely to respond to your enquiries.

Security Capabilities and Policy for Transmission of Payment Card Details

For credit card transactions, your information is secured by using 2048 bit Secure Sockets Layer (SSL) technology, which encrypts information you input.