

ONLINE STORE TERMS & CONDITIONS

YOUR VISION IS OUR FOCUS

Last Updated & Effective as of 15th October 2026

Presented By:
Auscare Protective Services

CONTACT INFORMATION:



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www.auscareprotectiveservices.com.au

1. ABOUT THIS POLICY

Welcome and thank you for choosing to shop at Auscare Protective Services. By accessing our website and choosing to purchase products from us, you agree to the following Terms and Conditions.

Throughout these Terms and Conditions, "Auscare Protective Services", "we", "us", and "our" refer to Auscare Protective Services. "You" and "your" refer to the customer, website visitor, or purchaser.

2. ACCEPTANCE OF TERMS

By accessing or ordering from our website, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions, our Privacy Policy, and our Returns Policy.

If you do not agree with these terms, please do not use our website.

3. WEBSITE USE

This website must be used for lawful purposes only.

You must not:

- Use the website in any manner that can damage, disable, or impair the operation of the website.
- Attempt to gain unauthorised access to any part of the website or associated systems.
- Copy, forge, reproduce, distribute, or exploit any website content without our prior written consent.
- Use automated tools, bots, data mining, scraping, or any similar technologies without our prior permission.

At Auscare Protective Services, we reserve the right to restrict or terminate access to our website at any time and at our own discretion.

4. PRODUCT INFORMATION

We undertake every effort to ensure product descriptions, specifications, pricing, images, and availability are accurate on our website.

However:

- Product images are only provided for illustrative purposes.
- Actual products may vary slightly from images displayed on the website.
- Product specifications and features may differ or change without notice by manufacturers.
- We do not claim that all product information on the website is free from errors.

If an error is identified, we reserve the right to correct the error and, where necessary, cancel or amend any affected orders.

5. PRICING

All prices displayed on our website are in Australian Dollars (AUD), generally prices on our website exclude GST until it is added on to the total price at checkout, unless stated otherwise.

Shipping charges are calculated separately during checkout also.

We reserve the right to change prices on our website at any time without notice. Price changes will not affect orders already accepted and paid for.

6. ORDERS & ACCEPTANCE

When an order is placed on our website, you are making an offer to purchase products from us.

An order is not accepted until:

- Payment has been successfully received; and
- We have confirmed acceptance of your order.

We reserve the right to decline or cancel any order received through our website, including where:

- Products are unavailable.
- Pricing or product information errors have occurred.
- Fraudulent or suspicious activity is suspected.
- We are unable to verify payment details.

If an order is cancelled after payment has been received, a full refund of the amount paid will be provided.

7. PAYMENT

Payment for products on our website must be made in full before goods are dispatched.

We accept payment methods displayed during checkout.

We use secure third-party payment providers; however, we do not store full payment card details on our systems.

8. SHIPPING & DELIVERY

We will endeavor to make reasonable efforts to dispatch orders within the estimated timeframes displayed on our website.

Delivery times are estimates only and may be affected by circumstances beyond our control, including courier delays, weather events, and supply chain disruptions.

Risk in the goods passes to you upon delivery.

Ownership of the goods remains with Auscare Protective Services until full payment has been received.

9. RETURNS, REFUNDS & WARRANTIES

Our Returns Policy forms part of these Terms and Conditions.

Details regarding faulty products, damages, issues, exceptions, exchanges, refunds, and return procedures are available on our Returns Policy page.

Nothing in our policies excludes, restricts, or modifies any rights available under Australian Consumer Law.

10. AUSTRALIAN CONSUMER LAW

Products sold and available on our website come with guarantees that cannot be excluded under Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality.

11. TECHNICAL SUPPORT

Technical support may be provided by Auscare Protective Services at our discretion.

We may request photographs, videos, remote access, diagnostic information, or troubleshooting steps before authorising a return claim.

Failure to follow reasonable troubleshooting procedures may delay claim processing.

12. INTELLECTUAL PROPERTY

All content on our website, including text, graphics, logos, product images, designs, software, and trademarks, is owned by or licensed to us at Auscare Protective Services.

You may not reproduce, distribute, modify, publish, or commercially exploit any content from our website without our prior written consent.

13. THIRD-PARTY LINKS

Our website may contain links to third-party websites, generally for informational purposes.

These links on our website are provided for convenience only. We do not endorse or accept responsibility for the content, security, or privacy practices of any third-party websites.

14. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- We are not liable for indirect, incidental, special, or consequential losses.
- We are not responsible for losses arising from incorrect installation, configuration, misuse, unauthorised modifications, or use contrary to manufacturer instructions.
- Our liability is limited to remedies available under Australian Consumer Law.

Nothing in these Terms & Conditions excludes liability that cannot legally be excluded.

15. FORCE MAJEURE

We are not liable for delays or failure to perform obligations due to events beyond our reasonable control, including natural disasters, supplier shortages, transport disruptions, government actions, telecommunications failures, or industrial disputes.

16. PRIVACY

Your use of our website is also subject to our Privacy Policy.

By using our website, you consent to the collection and any use of information in accordance with our Privacy Policy.

17. CHANGES TO THESE TERMS

We may and reserve the right to update these Terms and Conditions at any time.

Updated versions of these Terms & Conditions will be published on our website and will become effective immediately upon publication.

18. GOVERNING LAW

These Terms and Conditions are governed by the laws of the state of Victoria, Australia.

Any dispute arising in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Victoria.

CONTACT US

If you have any questions or queries regarding these Terms and Conditions, please contact us at Auscare Protective Services through the contact details provided on the 'Contact Us' page on our website.