



DELIVERY AND PAYMENT

DELIVERY

Once you have selected your items for purchase Lombard The Paper People will deliver most items to any address and to any country in the world.

Standard Delivery Costs

Standard Delivery to businesses and residential addresses within Australia incurs a fixed cost for all items, regardless of their destination, of \$15.00 (inc. GST) per order.

International Delivery Costs

International Delivery to businesses and residential addresses outside of Australia are on a P.O.A. only. The freight cost will be determined by the size and weight of the items ordered. Payment of your goods will be processed upon receipt of your order. Freight costs will be emailed to you once your order has been packed and weighed. We require you to approve your freight cost via reply email then the freight payment will be processed.

PAYMENT OPTIONS

When you are ready to finalise payment on your purchase, you have a couple of options:

– Credit Card

Purchasing online with your credit card is the simplest and most convenient way of shopping. Simply fill in your details and we bill the purchase to your account.

- **www.lombard.com.au** accepts the following credit cards: VISA and MasterCard
- our online payment system at **www.lombard.com.au** is completely safe, as all of your credit card details are encrypted

– Offline Payment

We have an Offline Payment option available for those not comfortable purchasing online. Continue as normal with an online purchase, when on the Payment Page select "Offline Payment". Once you have confirmed your order & delivery details you will be contacted by a customer service representative to organize payment for your order.

– Other

- **fax** - fax your order, together with payment details, to (03) 8331 1122
- **phone** - you can talk to one of our Customer Service Representatives, who will gladly take your order and credit card details over the phone, call (03) 8331 1111

Please note: your order will not be dispatched until your payment has been cleared.

It is worth remembering, however, that paying online will be the most convenient way for you to buy from **www.lombard.com.au**

Receipt

At the end of the payment process you will be presented with a confirmation screen containing your receipt number. This page can be printed for your reference. You will also be sent an email confirming this receipt number as soon as your order has been finalised.

DISCLAIMER

Please allow up to 14 days for delivery. All prices are quoted in Australian Dollars. International handling and freight POA. Customers will be notified if delays are expected or items sold out. Products may be substituted without notice. Faulty Items must be returned to Head Office with receipt for a refund or replacement. E. & O.E. Prices include GST. Full payment will be processed upon receipt of order.