

# Returns Policy

Aspire Learning Resources  
Version 2  
15 Dec 2020

## Returns Policy

### Payment Methods

We accept Visa and Mastercard. Powered by Commonwealth Bank.

### Security

We use SSL and web server sand boxing technology, which ensures that any communications between your computer and Aspire Learning Resources is unreadable by anyone else. Your details are communicated in a secure encrypted format.

### Australian orders (orders despatched within Australia)

Our goods come with guarantees that cannot be excluded under the 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 the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Aspire also allows products (except for licensed resources, digital products, Trainer's and Assessor's Guides/ Resources, Assessment Support Packs, Additional Assessments, eBooks , any products that are made to order and superseded materials) to be returned for a credit note or exchange subject to the following terms.

All goods returned to Aspire must be accompanied by a Returns Authorisation Form signed and dated by an Aspire account manager before the products are returned. Goods returned without a signed and dated Returns Authorisation Form will not be issued a credit or able to be exchanged.

Goods must be returned in resaleable condition. You are responsible for the postage associated with a return, and for ensuring the goods are packaged appropriately for transport. Aspire will not process an exchange or credit not when the goods are damaged in return transit.

### Please note:

- Licensed resources, digital products, Trainer's and Assessor's Guides/ Resources, Assessment Support Packs, Additional Assessments, eBooks, any products that are made to order and international orders (see below) are not returnable or refundable; and
- when a training package, qualification or unit is superseded, it is the customers responsibility to ensure they order the correct version of the materials. No returns will be accepted for superseded material. Superseded training packages and units of competency can be checked on [training.gov.au/search](http://training.gov.au/search).

When goods that have been approved for return are received by Aspire, we will inspect the goods and notify you if they are in satisfactory condition and whether the return is accepted. Approved returns will receive a credit which will be processed for the invoiced value of the goods returned, less a \$20 charge for administration or 20% of the invoiced value of the books returned, whichever is greater. The credit will be processed within 14 days of receipt of the goods being returned to Aspire. The credit will be applied to the account, to be used on the customer's next order.

Except for Australian Bookshops/Booksellers, goods must be returned within seven days of invoice date. For Australian Bookshops/Booksellers, goods must be returned within 30 days of invoice date.

Contact Aspire between 8.30am and 5.00pm (Australian Eastern Standard Time) on 03 9820 1300 to discuss the return of goods. You will need to provide us with proof of purchase (such as an invoice or receipt) and evidence of the fault or damage with the goods (if applicable).

**International orders (orders despatched to locations outside of Australia):**

Unless required by law, goods despatched to locations outside Australia cannot be returned.

**Currency Conversion**

If you are purchasing outside of Australia, deductions from your credit card may incur a conversion fee due and be subject to exchange rates. This will affect the final total shown on your credit card statement.