



SERVICE DOG TRAINING

Postage and handling charges Service Dog Training orders

- Orders are despatched by Australia Post, and are size and weight dependant. Where possible Express Post will be used. Charges are current at Feb 2009 and any increases imposed by Australia Post will have to be passed on.
- Postage & Handling: 1 book/item add \$9.00, 2 books/items add \$12.00; 3 or more books/items add \$15.00
- Please allow up to one week for delivery within Australia.
- Overseas orders may incur additional shipping costs. These will be advised when order is placed allowing customers to approve the order prior to it proceeding.
- All prices are inclusive of GST where applicable.
- Our 'satisfaction guarantee' provides for replacement of materials to the same value, or a voucher to the same value for later use, provided that materials are returned to us within 7 days from receipt in their complete original undamaged packaging.
- There is no refund for postage & handling at any time and all 'exchanges' are subject to conditions. Before returning any materials, contact us by telephone or email to discuss your concerns directly.

Ordering & Payment facility

ORDER BY MAIL: Complete & print the order form and post with either cheque or money order & payable to: **K9Coach Pty Ltd**, 21 Sixth Avenue Burwood VIC 3125. Orders will be confirmed in writing and receipts issued for all payments made.

ORDER BY FAX: Complete & print the order form including credit card details and fax to: **K9Coach Pty Ltd**, (03) 9889 8333. Credit Card payment will be processed through *PayPal* and confirmed in writing with the receipt.

WEB ORDER: Access our Website <http://www.servicedogtraining.com.au> and complete the order form on line. Pay through our secure payment gateway *PayPal* using the K9Coach account.

ORDER BY TELEPHONE: Call and place your order over the telephone. Have your payment details handy for easy processing (credit card payments are processed through *PayPal* secure payment gateway)

SERVICE DOG TRAINING

21 Sixth Ave Burwood Vic. 3125

Tel: 03 9889 8555 or Mobile: 0419 340 325

www.servicedogtraining.com.au Email: info@servicedogtraining.com.au

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