

Terms and Conditions for White Light Publishing

Welcome to White Light Publishing. By accessing our services or purchasing our products, you agree to the following terms and conditions. Please read them carefully.

1. General Terms

1.1 These terms and conditions govern all transactions between White Light Publishing ("we," "us," or "our") and you, the customer ("you" or "your").

1.2 By placing an order, you confirm that you have read, understood, and agreed to these terms and conditions.

2. Orders and Payments

2.1 All prices are listed in Australian Dollars (AUD) and include GST unless stated otherwise.

2.2 Payment must be made in full at the time of order. We accept payments via credit card, PayPal, and other methods as listed on our website.

2.3 White Light Publishing reserves the right to decline or cancel an order for any reason, including but not limited to stock unavailability or payment issues. If an order is cancelled, a full refund will be provided.

3. Returns and Refunds

3.1 **Books and Orders:** We do not offer exchanges or refunds on books, card decks, or other products unless the item is faulty or damaged upon delivery.

3.2 **Publishing Packages:** Refunds on publishing packages are not available unless White Light Publishing chooses to offer one at its discretion.

3.3 If you believe your product is faulty or damaged, please contact us at julia.wlph@outlook.com within 7 days of receiving your order. Provide proof of purchase and photographs of the issue. We will assess the claim and provide a replacement or refund if approved.

4. Shipping and Delivery

4.1 We aim to dispatch orders within 1-5 working days after payment is received. Delivery times may vary based on your location and the shipping provider.

4.2 White Light Publishing is not responsible for delays caused by postal services or other factors outside our control.

4.3 Any additional customs duties, taxes, or fees for international orders are the responsibility of the customer.

5. Privacy Policy

5.1 White Light Publishing is committed to protecting your privacy. We collect and use your personal information in accordance with the Australian Privacy Act 1988.

5.2 Information we collect may include your name, address, email, phone number, and payment details. This information is used solely for processing your orders and improving our services.

5.3 We do not share your personal information with third parties except as required to complete your transactions (e.g., payment processors and shipping providers) or as required by law.

5.4 You have the right to access, update, or request the deletion of your personal information by contacting us at [insert contact details].

6. Intellectual Property

6.1 All content on our website, including text, images, logos, and product designs, is the intellectual property of White Light Publishing and is protected under Australian copyright law.

6.2 You may not reproduce, distribute, or use our content without prior written permission.

7. Limitation of Liability

7.1 To the maximum extent permitted by law, White Light Publishing is not liable for any indirect, incidental, or consequential damages arising from the use of our products or services.

7.2 Our liability is limited to the cost of the purchased product or service.

8. Governing Law

8.1 These terms and conditions are governed by the laws of Western Australia. Any disputes will be resolved in the courts of Western Australia.

9. Contact Information

For any inquiries or assistance, please contact us:

Email: [insert email] Phone: [insert phone number] Address: [insert address]

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Thank you for choosing White Light Publishing.