

Pricing Policy

All of our prices are in Australian dollars (AUD) and include GST (Goods and services tax) as of 01.05.19.

Product prices are regularly updated when price changes are received from our suppliers.

Shipping and Delivery Policy

We deliver products within the Perth Metro, Brisbane Metro & Noosa area only (Within a 20kms radius), or you can pick up the goods from our warehouse. Delivery costs are a flat rate of \$35, when the order total is less than \$120. For areas outside the 20km radius our website will calculate the extra delivery cost. Please note that deliveries within the CBD are not included in the above due to parking and building access restrictions. Please call our office should you require delivery in the CBD area.

Orders are delivered during Business hours Monday to Friday within 2 business days.

Customer Service Policy

Green Crates is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery timeframes are between 1-2 business days; in the event that an ordered item is not available or we are unable to fulfil your order we will notify you within 2 business days to arrange an agreeable alternative item, a backorder or a full refund.

Refund Policy

Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website or doesn't perform as advertised.

Privacy Policy

Green Crates is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your orders, provide you with our monthly newsletter (if applicable) and to personalise your shopping experience with us; that's all. Green Crates uses cookies to allow you to login to your account, maintain a shopping cart and to purchase items in your shopping cart. Cookies sent to your computer from Green Crates only last while you're browsing our website. We do not store persistent cookies on your computer. Cookies also allow us to give you a more personalised shopping experience by displaying products that interest you throughout our product pages, thus providing you with a more friendly, interesting and enjoyable shopping experience.

Whenever you use our web site, or any other web site, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP address," and is sent automatically each time you access any Internet

site. From a computer's IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous.

We do not keep a record of the IP addresses from which users access our site except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when proceeding to a checkout to finalise an order you may wish to make. After completing the form provided, your IP address will be stored along with a transaction number that allows us to track your order.

Security Policy

When purchasing from Green Crates your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the current industry standard. If you have any questions regarding our security policy, please contact our customer support centre.

Credit Card Payment

We do have the ability to accept credit card details for payment. We do not store these details – they are handled by our third party merchant provider eWay (eway.com.au), and are subject to eWay's terms and conditions. All security measures of Customer credit card details are handled by eWay.