



# Terms and conditions

## Ordering

You may order directly in our website, or by phone, fax, mail or visiting us. Please include your complete address, customer number (if available), phone/fax number and terms of payment. Provide the item name, stock numbers, quantity, price and, if required, model, size and special characteristics.

## Prices

All prices are subject to GST and do not include shipping and handling fees. Unless otherwise specified in writing, prices are subject to change without prior notice.

## Payment Terms

Payment for products and shipping & handling fees are made at the time of ordering by credit card (Visa, MasterCard or Bankcard) EFPOST (on site) or wire transfer. Please contact us for details for wire transfers.

## Shipping and Handling

Prices shown do not include shipping and handling fees. Orders above \$750.00 (incl. GST) are free of shipping and handling fees. Express service is charged extra. Your products will be sent via Australia Post, Fastway or Toll Ipec couriers usually within 24 hours. Delivery time may vary from one or two days for East Coast Metropolitan areas up to six working days for remote areas. CMGA will choose the most suitable shipper according to shipping fees and expected delivery time. Shipping fees are determined according to your zip code and the size of your order.

## Insurance

Please let us know if you require insurance for your shipment. Insurance fees will be added to your order.

## Availability

We will do our best to provide a steady supply of the items in our website. However, due to fluctuations in demand, shortages from our suppliers and delays in international transport some items may be out of stock. In this case we will contact you immediately and inform you of our anticipated in-stock date. At that time, you can choose to place a backorder or cancel the request. We will not accept backorders for items that are not expected to be in stock within 30 days.

## Warranty

All products carry a one year warranty (unless otherwise specified). Normal wear and tear and any damage caused by improper assembling or misuse of the product is not covered by warranty. CMGA reserves the right to inspect any returned goods for such damages and to refuse acceptance. The warranty does not cover any freight charges.

## Returns and Exchanges

Your satisfaction is important to us. However, because of the nature of golf club components, clubmaking tools and supplies, we cannot accept returned goods without a valid reason and prior written approval. Only unassembled goods can be accepted. Damages caused in the shipment must be handled by the carrier (see above). In cases in which returns are approved, the return must be made within 30 days and must be returned in the original box. We will credit by your original method of payment excluding shipping and handling fees. CMGA will not cover shipping fees on returned products. We do not accept returns of customer-damaged items.

If you have any questions do not hesitate to contact us.