

International Mail-Orders

Listening Works *Auditory Processing* Booklets

Information you should read before ordering these booklets from outside Australia.

All prices are subject to change without notice.

Please fill out the order form completely. If there is any discrepancy (e.g. incorrect amount for postage) you will need to send another order form to us.

Credit card payment

Full credit card payment is required before we send any booklets. Authorization for your credit card payment will be sought by Listening Works and by Commonwealth Bank of Australia. We may also seek confirmation or clarification from you before processing your order. Your credit card details will be submitted for processing but will not be retained by Listening Works longer than needed.

We accept only *MasterCard* and *Visa* cards, and **minimum** accepted international payment is AUD **\$25.00**. We do not provide a cash-on-delivery facility.

Foreign currency exchange

Listening Works will receive payment in Australian Dollars as set out on our Order Form. You will incur an additional cost for foreign currency exchange which will be determined and collected by your card provider. Listening Works is not responsible for these transaction costs, receives no part of them, and cannot provide any calculation of them.

Postal Delivery

The booklets you order will be sent by regular air-mail, as organised by Australia Post. We aim to send your package within 5 business days of receiving payment authorisation. The package will not be registered or insured, except by special arrangement (with additional cost to you). Transit time will depend on destination and postal schedules, and may be prolonged by delays not under our control.

We usually **notify you by email** when your order has left our office in Melbourne, Australia.

If you are not satisfied with your purchase, you should contact Listening Works by email within 14 days of package arrival. **No refunds will be given** without prior arrangement.

Please email admin@listeningworks.com.au before ordering if you have any questions.