

FOCUS TOYS ORDER FORM



HOW TO ORDER?

- FAX this form to **03 9629 6747** • EMAIL your order to **info@focustoys.com**
- MAIL this form to **Focus Toys 1611/620 Collins St Melbourne Victoria Australia 3000**
- CALL OUR ANSWERING SERVICE on **03 9018 5211** and one of our friendly staff with call you back
- VISIT OUR WEBSITE www.focustoys.com for links to our eBay shop, where our newest products can be found

DELIVERY DETAILS

Date: _____

Name: _____

Address: _____

State: _____

Country: _____

Postcode: _____

Phone (Include Area Code): _____

Fax (Include Area Code): _____

Mobile: _____

Email: _____

PAYMENT DETAILS

Visa Mastercard

Cardholder's Name: _____

Card No: _____ / _____ / _____ / _____

Expiry Date: _____ / _____ Security Pin: _____ The last 3 digits printed on the back of your card

Signature: _____

Cheque Money Order

Direct Deposit: **Account Name** Focus Toys
 Victorian Teachers Credit Union
BSB 704-191 Account # 192 797
 Enter your Surname as reference

PayPal: www.paypal.com.au
 Sign up for PayPal account
 Click the "Send Money" tab
 Enter an amount and our email
info@focustoys.com

COMMENTS, NOTES OR INSTRUCTIONS

Your order will be shipped after full payment is received. Allow an additional 4 working days for cheques and money orders to clear.

PRODUCT NAME	COLOUR PREF.	QTY	PRICE EA	TOTAL

- If my preferred colour is not available, please substitute for any available
- If my preferred colour is not available, please contact me

POSTAGE & HANDLING

Allow 3 to 10 working days within Australia.
 \$5.95 for orders less than \$10
 \$7.95 for orders from \$10 to less than \$50
 \$9.95 for orders from \$50 to less than \$100
 \$12.95 for orders from \$100 to less than \$200
 \$15.95 for orders \$200 and up
 International Orders: Please request a quote

SUBTOTAL	
+ POSTAGE & HANDLING	
TOTAL ENCLOSED	

CUSTOMER DETAILS

- Existing Customer New Customer

All prices are GST inclusive.
 Our brochure and order form is available for download from www.focustoys.com

SHIPPING RATES AND DETAILS

Estimated delivery time is 3 to 10 working days within Australia

Your parcel will be delivered by Australia Post's parcel service during normal business hours. Upon delivery, the goods must be signed for. If no one is present at the time of delivery, the parcel will be taken to your local post office for you to collect with photo identification. A card will be left advising you of this. We cannot accept responsibility for delays in delivery due to unforeseen circumstances such as strikes, floods etc.

The following charges are a guide for Standard Rate Delivery

To keep shipping as low as possible, our rates are based on the order amount. Please add this to your order.

\$5.95 for orders less than \$10

\$7.95 for orders from \$10 to less than \$50

\$9.95 for orders from \$50 to less than \$100

\$12.95 for orders from \$100 to less than \$200

\$15.95 for orders \$200 and up

International Orders: Please request a quote

Risk of Loss/Damage

At Focus Toys, we pride ourselves in the care we take with packing all of our internet, phone and mail orders, however every now and then, accidents or errors may happen. All items purchased from Focus Toys are made pursuant to a shipment contract. This means that the risk of loss/damage and title for such items pass to the buyer upon our delivery to the carrier.

International Delivery

Focus Toys sends items to most international destinations. International delivery costs are calculated according to the weight and volume of the package and the country of destination. All international orders are sent Air Mail. Please allow an extra 3 to 5 working days for international orders to arrive. Duties and taxes if applicable to your destination, are not included as part of the international shipping costs. Please check with your local customs agency to determine what duties and taxes may apply to your shipment, as you are responsible for these costs.

RETURN POLICY

We believe in our products. If you are not satisfied in any way with your purchase then we are happy to exchange or refund the purchase price of any product under the following conditions;

Non-Faulty Products

All products must be in original condition, unused, undamaged and in their original packaging. All products must be returned within fourteen days of purchase. Fragile products returned must be packaged in shock absorbent bubble wrap and a suitable shipping box; Focus Toys will not accept products returned by any other means. Please also include the original receipt and instructions as to whether you wish to return or exchange the product/s.

Please note: For non-Faulty products that are returned, postage charges will not be refunded and exchange postage costs are at the customers expense so please include the postage cost with your exchange order.

Faulty Products

Please contact us to obtain an authorisation code. If the item you are returning is deemed faulty then we will gladly replace or refund the product, please include a note to let us know your preference. For orders within Australia, the cost of postage incurred in sending us the product will be refunded or credited to your account and there will be no additional postage charge for replacement products. Unfortunately, we cannot cover the costs of postage for international orders with faulty products. Goods should be returned with a note containing the authorisation code and detailing the fault to;

Focus Toys

1611/620 Collins St

Melbourne, VIC Australia 3000

PRODUCT DESCRIPTIONS

Focus Toys attempt to be as accurate as possible. However, Focus Toys does not warrant that product descriptions or other content of our print or web publications is accurate, complete, reliable, current, or error-free. If a product offered by Focus Toys is not as described, you may choose to return it in unused condition.

PRICES AND AVAILABILITY

Prices and availability subject to error and change without notice. If you have ordered items for which products are unavailable or prices differ, we will contact you before proceeding with the order.