



E-Commerce Policy

1. Objectives

1.1. This policy establishes how AMEB Victoria conducts business through its website.

2. Scope

2.1. This policy applies to enrollers for all AMEB Victoria practical and written exams and to any customers purchasing publications (physical and digital) through the company website.

3. Policy

Exam purchases

3.1. Once payment for an exam enrolment has been accepted by AMEB Connect, a Confirmation of Online Order (Tax Invoice) will be issued by email.

3.2. An allowance of five (5) business days is offered to the enroller to check that the enrolment details listed on the Confirmation are accurate and complete and to advise corrections to AMEB Victoria by email. After five (5) business days have elapsed, the enrolment is deemed to have been confirmed and the exam will be scheduled as requested.

Purchase of publications

3.3. Customers must ensure that they are ordering the correct item.

3.4. Refunds will be offered only if the item delivered is not the specific item ordered. Incorrect items may be returned for exchange, at the customer's expense.

3.5. If a physical item is damaged during delivery, it will be replaced at no additional charge.

3.6. Requests to return an incorrectly supplied or faulty / damaged item must be returned within five (5) business days from the date the item was delivered. Before returning the item, customers must contact AMEB Victoria to confirm eligibility for a refund / replacement / exchange and to discuss arrangements for the return of the item.

Refunds

3.7. Refunds will be made in accordance with AMEB Victoria's Refunds Policy.

Delivery

3.8. AMEB Victoria can only deliver to Australian addresses. Delivery time can vary depending on stock availability and the delivery address. If an item is out of stock, AMEB Victoria will inform the customer via email or telephone.

Payment

3.9. All prices are in Australian Dollars (AUD) and include Goods and Services Tax (GST).

Privacy

3.10. All AMEB Victoria transactions are covered by AMEB Victoria’s Privacy Policy. The secure payment system does not retain personal information or card data.

4. Information

Approval date

Effective date

Document author General Manager

Document approver Board of Directors

Distribution Internal: All administration staff members. External: Policy will be available on the company website

5. Approval and review

Version	Approved by	Approval Date	Effective Date	Review Date	Sections Modified
1	Board of Directors				