

COLLATERAL AND FREIGHT – TERMS AND CONDITIONS

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INTRODUCTION

Thank you for your interest in StudyPerth's information and marketing collateral. Through the provision of StudyPerth's collateral, we aim to provide our members, education agents and key stakeholders with valuable resources that can be used to further support owned marketing and activities promoting Perth as a world class study destination.

To ensure we provide collateral effectively, efficiently and to also reach the most relevant audience as much as possible StudyPerth has created Terms and Conditions when ordering collateral.

We encourage you to read through this Terms and Conditions prior to submitting your requests. For more information and questions, please contact marketing@studyperth.com.au

INSTRUCTIONS

Collateral

StudyPerth produces a number of collateral which can be ordered on our website - www.studyperth.com.au/resources

At the beginning of every financial year, StudyPerth will print or produce physical copies of some of the most wanted collateral, with numbers based on previous requests.

Depending on resources available, if there are no more printed collateral before the start of the next financial year, StudyPerth will either:

- Print more copies, or;
- Provide the print ready files online for internal printing by requesting organisations.

Quokka plush toys are only available in limited quantities, and should only be used:

- as gifts to education agents, or;
- as competition prizes for international students.

Freight and delivery

To ensure that StudyPerth is able to provide quality collateral to as many of our valued members, agents and stakeholders, please note the following freight and delivery information.

Local/domestic (WA) delivery

StudyPerth will cover the cost associated with delivering the ordered collateral to an address in Western Australia; however this service is only available to paid StudyPerth Member Organisations.

Non-member organisations will be charged a delivery fee for local/domestic orders.

Interstate and international delivery

We would appreciate requesting organisations managing their own interstate or international delivery and freight costs associated with your orders.

If you would like StudyPerth to organise interstate or international delivery through our own service provider (EduGlobal), please advise this when you send through your completed collateral order form via email.

StudyPerth will seek a quote from EduGlobal for your approval prior to dispatching the freight order. While every effort will be made to provide a comprehensive quote reflective of the freight to be sent, all costings provided to the requesting institution or organisation for approval will be subject to change, pending any issues with delivery, weight, etc.

- Upon completion of the consignment, StudyPerth will raise an invoice for the associated costs of delivery and freight with EduGlobal. The invoice will reflect the total freight cost, not the quoted freight cost.
- This invoice will then be sent to you, for payment.

Customs

In the event that a consignment sent internationally by StudyPerth on behalf of a stakeholder is detained at customs and requires payment for clearance to allow for the consignment to be released, the client (who StudyPerth is managing the order for) will still be invoiced for the delivery. In this situation, the following process applies:

- Consignment is held at customs; EduGlobal will notify StudyPerth that the consignment is being detained and requires payment for release.
- StudyPerth will notify the client of the price for the release of the consignment, and request their decision on whether they will pay this amount.
 - If the client does not choose to pay the consignment release amount, the consignment will be destroyed and the client will still be invoiced for the delivery.
 - If the client chooses to pay the consignment release amount, this amount will be included in the final delivery invoice (to be paid by the client).

Deadlines

StudyPerth must be notified of all deliveries - regardless of whether it is for international or domestic orders – a minimum of three (3) weeks prior to the delivery deadline. This ensures there is enough time to source the items and quantities required, and to allow for any unforeseeable delivery delays, including custom checks for international orders.

In the event a consignment sent internationally by StudyPerth on behalf of a stakeholder and does not reach the delivery destination by the deadline, the client (who StudyPerth is managing the order for) will still be invoiced for the delivery.

Disclaimers

StudyPerth reserves the right to refuse to act upon collateral and freight order requests if the deadlines are within three weeks of the event.

StudyPerth reserves the right to refuse to act upon collateral and freight order requests if the organisation's conduct is or may be detrimental to the interests of StudyPerth, or to the Perth or Western Australian international education brand.

We thank you for your attention and understanding of our collateral and freight Terms and Conditions.