



# HOCKEY QUEENSLAND

STATE TEAMS

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ALL WEATHER JACKET (EURO JACKET)



While every attempt is made to ensure our graphics are an accurate depiction of the finished garment, this image should be used as a visual aid only. Please be aware that there may be some variances between this visual and the actual finished garment.

# HOCKEY QUEENSLAND STATE TEAMS

HOODIE



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# HOCKEY QUEENSLAND

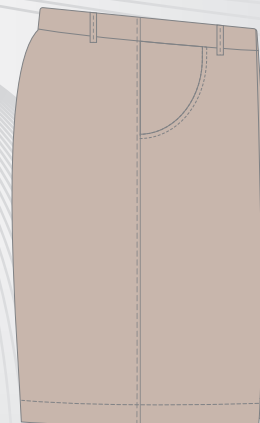
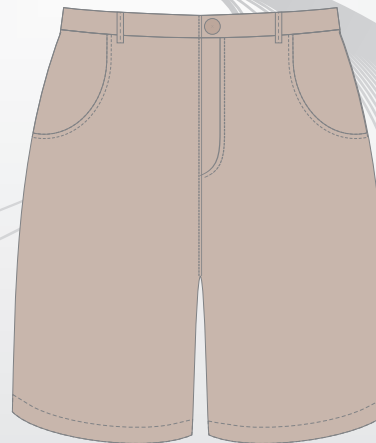
BACK PACK



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# HOCKEY QUEENSLAND STATE TEAMS - Spectator Polo

CUT&SEW POLO & SHORT



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# HOCKEY QUEENSLAND MERCHANDISE

		<u>Quantity</u>	<u>Size</u>	<u>Total</u>
<b>Shorts (Neat Casual)</b> Unisex	\$ 65			
<b>All Weather Jacket</b> Unisex	\$ 105			
<b>Hoodies</b> Unisex Adult Unisex Child	\$ 65			
<b>Spectator Polo</b> Men Women	\$ 50			
<b>Back Pack</b>	\$ 60			
<b>Badges</b>	\$ 10			
<b>Comments:</b>				
<b>TOTAL</b>				

ORDER DETAILS	
Full Name:	
Delivery Address:	
Payment (see options below):	
Credit Card:	
Expiry Date	____ / ____
CCV	
Card Holders Name: _____	
Signature: _____	
Telephone	
Home:	Mobile:
Email:	
I do not want to receive the e-newsletter	
I have read the terms and conditions below	

(Total cost is inclusive of GST but does not include postage)

**Ordering methods:**

Simply use our online store to purchase the items you would like.

**Postage & Handling:**

**Our postal address for orders and other correspondence is:**

Hockey Queensland  
PO BOX 246  
Morningside Qld 4170 AUSTRALIA

Hockey Queensland will not be accountable for any items lost in transit for online orders or orders being returned. This will include all mailing and delivery companies services. To limit lost postage please ensure all details are correct when placing orders online.

For all orders our mailing service is Australia Post using express post in Australia. All con note tracking numbers are recorded in our system against your order. Air mail is used for International orders. The cost of postage will be added to your invoice.

**When Will I Receive My Order?**

Orders are dispatched from our within 5-7 working days of being placed- subject to all ordered items being in stock. Any styles which cannot be fulfilled from your order, we will contact you via email. You'll also receive an email in your in-box the day your parcel has been dispatched. Delivery: Australian residents - within 5-7 working days from dispatch. International residents - generally within 10-15 working days from dispatch, however check your countries customs process as we will not be responsible for any customs delays.

**On-Line Store Return or Exchange Policy**

Goods may be requested by email for a return, exchange or refund, providing the garment is unworn, in its original condition with tags attached and a copy of the receipt is provided, however a refund will not be given if you have simply changed your mind, the item is not suitable or there is a delay in delivery of order. Refunds are only applicable where a product is deemed faulty. The Product manufacturer reserves the right to determine whether a product is faulty. We will exchange on sizes, however this is subject to stock availability and does not include made to order sizes ie all children's sizes, XXS, and all sizes above 2XL. Please be advised that all postage and handling costs will be incurred by the purchaser. Hockey Queensland does not take responsibility for returns lost in transit. See below email process for a request on a Refund or Exchange.

***Request for an Exchange or Return:***

You will be required to email your request for an exchange to [kstewart@hockeyqld.com.au](mailto:kstewart@hockeyqld.com.au). This will enable us to advise if we can assist before the garment is returned by a mailing system. A reply email will be sent within 48 hours. By emailing at the time you wish to make an exchange, we can ensure availability by holding the item/s you have requested.

***Australian residents:*** Exchange or refund available for goods returned within 7 days of invoice/dispatch date, based on the above policies. Please include the following:

1. Note explaining the situation.
2. Full contact details - Name, address and contact number.
3. Credit card number and expiry date (Not kept once payment is completed.)

***Overseas residents:*** Exchange or refund available for goods returned within 3 weeks of invoice/dispatch date, based on the above policies. Please include the following:

1. Note explaining the situation.
2. Full contact details - Name, address and contact number.
3. Credit card number and expiry date (Not kept once payment is completed.)

**Washing instructions**

Canterbury Clothing to great detail in providing our customers with the appropriate wash care instructions for each style and fabric. Please ensure that you follow all wash care instructions provided on each garment.

**Customs & Duty: International Orders**

Please note that when you are buying garments from another country you will need to check with your local customs office in regards to what, if any, duty you may be liable for when the garments arrive. As the receiver of the goods, you are the one who will be asked to pay the duty, not the sender. Different countries have different limits on the value of packages received from overseas. Marking the package as a gift, etc, makes no difference. Duty is calculated on the declared value of the item regardless of what it is. We can not be responsible for any customs delays in your country.