



Price and Shipping Policy

There are 3 currencies shown in our online calculator, namely AUD, USD and BP.

The prices shown in these currencies are inclusive of Standard Delivery to one Metropolitan Location, but restricted to the following countries:

- If delivery to **Australia** and **New Zealand**, choose AUD as the price currency.
- If delivery to **United States** and **Canada**, choose USD as the price currency.
- If delivery to **United Kingdom**, choose BP as the price currency.

The prices shown in these currencies include delivery to ONE address per order by Standard Delivery, which can take between 7 to 15 days depending on location. If you wish to receive your goods faster, you can pay extra to get Express Shipping by TNT or DHL .

101 Print has sole discretion to use different carriers it sees fit.

Shipping timeframes are calculated based on estimates provided by carriers to 101 Print, and therefore they are indicative only, not guaranteed. 101 Print shall not be held liable for any delays or loss in delivery caused by shipping companies, custom issues, or any other circumstances beyond the control of 101 Print. This means that the risk of loss and title for such items pass to you when the goods are picked up by the carrier.

You need to provide true and accurate delivery details at the time of purchase and a valid phone number for contact in case of absence. If a package is not delivered due to a mistake in shipping details supplied by you, 101 Print can help reship the package but any extra charges imposed by the shipping company will be passed to you. As each country has different delivery practices and policies, you will need to follow the local procedures imposed by the shipping company 101 Print works with.

It is your responsibility to provide full details of recipient to ensure proper delivery of your package. All packages are sent based on the shipping details set out in the invoice or proof of purchase.

In case your package was lost, stolen, or damaged in some way, please notify us within 48 hours after delivery had been reported as "completed" in the carrier's system, and we will investigate the matter immediately. We will do our best to give you a satisfactory outcome if such unfortunate event happened.

Extra charges for Express Shipping:

- For deliveries to Australia and New Zealand, extra \$10 AUD per order.
- For deliveries to United States and Canada, extra \$10 USD per order.
- For deliveries to United Kingdom, extra £10 per order.

Custom Duties & Import Taxes:

All orders placed for deliveries to Australia will be subject to 10% GST. Deliveries to countries other than Australia will not be subject to the 10% GST, but will be subject to any custom duties and import taxes that are imposed by the destination country. This will be payable by the recipient of goods, not 101Print.

How to check final price:

After you have worked out an indicative price from our online calculator, you can submit this along with the artwork via our online order system (<https://101printorders.com>) for us to validate the invoice amount and double check if job description is all correct.

As our online order system currently only engages payment facilities in Australian Dollars (AUD), therefore all other currencies must be converted to AUD for payment purposes. There will be a currency conversion chart when you enter our online order system for you to refer to for conversion.

If you have any questions relating to the total amount payable, please contact us and we will provide assistance as soon as possible.

