

## **Artzee Klds**

### **REFUND POLICY**

We have a 24 hour return policy on physical products, which means you have 24 hours after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase. We only replace items if they are defective or damaged.

To start a return, you can contact us at [artzeekids@outlook.com](mailto:artzeekids@outlook.com) If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [artzeekids@outlook.com](mailto:artzeekids@outlook.com)

Digital files and membership can not be refunded once purchased. Membership is purchased on an annual basis and will renew automatically unless cancelled. If cancelled, you will have access for the remainder of your subscription. Membership is for the person named in the subscription and cannot be transferred to another person or sold to a third party. Where your subscription has been cancelled by US, the decision is final and no discussion or appeal will be entered into and no refund in total or part will be made to you.

Payments using a voucher from a Government funded scheme are final and not refundable or transferrable to another party. Sales are final and non refundable for online subscriptions and the customer entering into a sales contract with us accepts responsibility for the payment of such goods regardless of their method of payment. If a payment is made through a Government initiated scheme such as, but not limited to, The NSW Creative Kids Voucher Scheme , the voucher will be considered as paid and goods and services made available, upon confirmation of submission of the voucher to the relevant organisation. If at a later date, the Governing department of such a scheme, does not honour the voucher payment for whatever reason, the customer entering into the sales contract is liable for the full payment for the goods and services and agrees to make payment within 7 days of notice of such an event.

### **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

### **Exceptions / non-returnable items**

Certain types of items cannot be returned

\* Gift Cards

\* Digital downloads

\* Personal care good

- \* Perishable items
- \* Custom Products (such as special orders or personalized items)
- \* Sale Items
- \* Credit for NSW Creative Kids Voucher or other vouchers
- \* Membership or subscription fees.

## **Exchanges**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## **Refunds**

We will notify you once we've received your returned item and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. This can take upto 48 hours to be processed depending on your financial provider.

## **Membership Subscription**

Our resource bank is added to monthly. At certain times, some Creative Guides or Artist Studies may not be available. We make no guarantee of the availability of all Creative Guides or Artist Studies being available at all times and the removal of resource material is at our discretion.

## **Conditions Governing the use of NSW Creative Kids Vouchers for the purchase of goods and services**

### **OVERVIEW**

The NSW Government through applications at Service NSW, offers each child between 4.5 years and 18 years a voucher of \$100 each calendar year to assist families to meet the costs of Creative Activities and to encourage the involvement of children in creative and cultural activities.

The voucher may be used with an approved activity provider for registration, participation and tuition costs for performing arts, visual arts, coding, languages, literature, music and other eligible creative and cultural activities. From March 2022, the voucher CAN NOT be used to purchase Art materials from Approved Activity Providers. This means that Creative Kids vouchers can only be used for membership to HQ or for access to Artzee Kids online workshops and membership of HQ where the workshop forms part of the registration.

Artzee is an Approved Activity Provider.

Parents can register at Service NSW. More details can be found at <https://www.service.nsw.gov.au/campaign/creative-kids> including the The Conditions governing the use of the voucher.

**The following conditions apply**

Redemption of the voucher can be made for the purchase of membership and access to Artzee HQ for a specified period for the child named in the voucher or for purchase of applicable online workshops or membership to the structured Arts Program, known as Artzee HQ.

Vouchers can only be redeemed by Parents, guardians or carers and the misuse of the voucher may result in legal or criminal action being taken.

If the voucher is rejected as invalid by Create NSW, any orders placed will be suspended until such time as full payment is received or cancelled at our discretion if payment is not received within 3 days.

In the event that a voucher is accepted as valid but at a later date, the Governing department of such a scheme, does not honour the voucher payment for whatever reason, the customer entering into the sales contract is liable for the full payment for the goods and services and agrees to make payment within 7 days of notice of such an event.

Vouchers are issued each calendar year and can only be used once in its entirety. If the full amount of the voucher is not used in one transaction then the balance is not redeemable in cash or towards the membership and/or participation fees for another activity or sales transaction. Where an order is inconsistent with the voucher payment,, we reserve the right to use our judgement to adjust the order to reflect the voucher credit without notice or consultation. This includes where the total of an order is over the voucher credit or where an offer or deal is in place.

In order to redeem a voucher, full details including the voucher number, child's name and date of birth are required. We may request a copy of the Voucher either as a jpg file or a PDF file. If all information is not provided, your order will be considered as incomplete and suspended until the full payment of the order is made or your order may be cancelled at our discretion and without notice.

Vouchers will not be transferred to another Service Provider. Once a voucher is submitted to pay for a purchase, the voucher cannot be transferred, refunded or redeemed for cash. At our discretion we will provide the items requested or a similar items where we deem it necessary to fulfil our obligation.