

Shipping and Delivery

Last updated: 31 October 2024

This Shipping and Delivery Policy is part of our [Terms and Conditions](#) ("Terms") and should be read alongside our main Terms.

Please carefully review our Shipping and Delivery Policy when purchasing our products. This policy will apply to any order you place with us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in the singular or in the plural.

Definitions

For the purposes of this Shipping and Delivery Policy:

- **Company** (referred to as either "the Company", "We", "Us", or "Our" in this Agreement) refers to BDA Books, P. O. Box 988 Glebe NSW 2037.
- **Digital Goods** refer to the digital items offered for sale on the Website, which are downloaded from the Website after purchase.
- **Goods** refer to the items offered for sale on the Website (including Digital Goods and Physical Goods).
- **Orders** mean a request by You to purchase Goods (including Digital Goods and Physical Goods) or Services or Subscriptions from Us.
- **Print Books** refer to the physical printed books offered for sale on the Website.
- **Physical Goods** refer to the physical items offered for sale on the Website.
- **Services** refer to the services offered to You on the Website.

- **Subscriptions** refer to the services or access to the Website offered on a subscription basis by the Company to You.
- **Website** refers to BDA Books, accessible from <https://bdabooks.com.au/>.
- **You** means the individual accessing or using the Website, or any of the Goods and Services offered on the Website, or the company, or other legal entity on behalf of which such individual is accessing or using the Website, or any of the Goods and Services offered on the Website, as applicable.

Services: Delivery

Scope of Services

The Company will provide the agreed-upon services as outlined in the service agreement or contract. The scope of services will be clearly defined, including the specific tasks, deliverables, and timelines.

Service Delivery Process

The Company will follow a systematic and professional approach to deliver the services. This may include gathering requirements, conducting analysis, developing solutions, implementing strategies, and providing ongoing support as required.

Your Cooperation

The successful delivery of services may require active participation and cooperation from You. This includes providing necessary information, access to relevant systems or resources, and timely feedback or approvals as requested by the Company.

Timelines and Deadlines

The Company will make every effort to deliver the services within the agreed-upon timelines. However, the actual delivery time may vary depending on factors such as project complexity, Your responsiveness, and unforeseen circumstances. Any changes to the agreed-upon timelines will be communicated promptly.

Quality Assurance

The Company is committed to delivering services of the highest quality. We will employ industry best practices, experienced professionals, and quality control measures to ensure that the services meet or exceed the agreed-upon standards.

Confidentiality

The Company acknowledges the confidential nature of Your information and will treat it with the utmost care and confidentiality, and in accordance with Our [Privacy Policy](#). We will not disclose any confidential information to third parties without the client's prior written consent, except as required by law.

Intellectual Property

Any intellectual property rights arising from the Services delivered by the Company will be owned by You, unless otherwise agreed upon in writing. The Company may retain the right to use anonymized and aggregated data for research or statistical purposes.

Payment Terms

You agree to pay the Company the agreed-upon fees for the services rendered, as outlined in the service agreement or contract. Payment terms, including invoicing frequency and payment methods, will be specified in the agreement.

Changes and Amendments

Any changes or amendments to the scope of services, timelines, or other aspects of the service delivery must be agreed upon in writing by both parties. The Company reserves the right to adjust the fees or timelines accordingly for any approved changes.

Termination

Either party may terminate the Service agreement or contract by providing written notice to the other party. Termination may be subject to specific conditions and obligations as outlined in the agreement.

Limitation of Liability

The Company will exercise reasonable care and skill in delivering the services. However, We shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use or reliance on our services, except in cases of wilful misconduct or gross negligence.

Print Books: What are My Shipping and Delivery Options?

We offer various shipping options. Where possible, We will try to provide shipping via a provider of your choice. However, this may not be available, and orders will be shipped via Australia Post at fixed rates. Sometimes, a third-party supplier may manage Our Print Book inventory and be responsible for shipping Your order.

Shipping Fees within Australia

Where a shipping estimate (or choice of provider) is not available for our Print Books, shipping will be at the following fixed rates:

Shipping Method

Standard

Express

Expected delivery time

7 - 10 business days

3 - 5 business days

Shipping Fee

\$11.00

\$15.00

If You select an expedited shipping option, We will follow up after you have placed the order with any additional shipping information. All times and dates given for delivery of the products are given in good faith but are estimates only. We will email Your tracking details, if available, once Your order is packaged and shipped.

Shipping Fees outside Australia

We offer worldwide shipping. Where a shipping estimate (or choice of provider) is not available for our Print Books, shipping will be at the following fixed rates:

Shipping Method

Standard

Express

Expected delivery time

14 - 21 business days

7 - 14 business days

Shipping Fee

\$19.00

\$36.00

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every Country, so please check with your local customs office to see if they apply duties and taxes to your purchases.

All times and dates given for delivery of the products are given in good faith but are estimates only.

For E.U. and U.K. consumers: This does not affect your statutory rights. Unless expressly noted, estimated delivery times reflect the earliest available delivery, and deliveries will be made within 30 days after the day we accept your order. For more information, please refer to our Terms.

We will email Your tracking details, if available, once Your order is packaged and shipped.

Print Books Listed As "In Stock"

All orders for Our Print Books listed as "In Stock" are processed and shipped in 3-5 business days. Orders are not shipped or delivered on weekends or

holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there is a significant delay in the shipment of Your order, We will contact You via email.

We do our best to keep the website stock as up-to-date as possible. Occasionally, an item may go out of stock between the time Your order is placed and the order reaches us. In this case, we will arrange to print the book You ordered as if it is “Out of Stock” and ship it as expeditiously as possible.

Print Books Listed As “Available to Order” or “Out of Stock”

All orders for Our Print Books listed as “Available to Order” or “Out of Stock” are processed in 3-5 business days.

We will then liaise with our printer to print the order, depending on the shipping method chosen for placing your order. Orders typically begin printing the following business day after the order is placed, and printing time is calculated in business days.

Shipping is also calculated in business days, and shipping turn-around time varies depending on where an order is printed. Printing turnaround times are as follows:

- **Economy Service** – usually prints in 7 business days
- **Express Service** – usually prints in 4 business days
- **Rush Service** – usually prints in 2 business days

We will let you know the status of Your order via email with one of the following statuses:

- **Pending** – The order has been submitted but is not scheduled to be packaged for “In Stock” items (or to be routed to a print facility for “Available to Order” or “Out of Stock” items).
- **Submitted** – The order has been submitted but has not yet been packaged for “In Stock” items (or has not yet been routed to a print facility for “Available to Order” or “Out of Stock” items).
- **Print Ready** – The order can begin printing for “Available to Order” or “Out of Stock” items.
- **Printing** – The order has been routed to a print facility and is in the printing process for “Available to Order” or “Out of Stock” items.

- **Packaging** – The order is being packaged for shipping.
- **Shipped** – The order has shipped and is out for delivery.

What Happens If My Order Is Delayed?

If delivery is delayed for any reason, we will let you know as soon as possible and advise you of a revised estimated date for delivery.

For E.U. and U.K. consumers: This does not affect your statutory rights. For more information, please refer to our Terms.

Digital Goods Shipping and Delivery

All Digital Goods, including digital content, eBooks, audiobooks, digital magazines and newspapers, digital templates, Access Codes, and gift cards, are not returnable or refundable once accessed.

Digital Goods purchases are final once accessed, and we do not accept returns or requests for refunds.

All Digital Goods will have an online preview. Please ensure that You have selected the correct product before proceeding with your Order.

However, if you have accessibility, compatibility or quality issues with your content, don't hesitate to contact us for assistance.

Shipping Methods, Delivery, and Timeframes for Digital Goods

Delivery of digital goods is typically instantaneous, or within a few minutes after your purchase is confirmed, you should receive a link to download your ordered items on the final page of the checkout process.

Sometimes, the delivery may be subject to a brief processing period. It will not be instantly available for download to ensure the integrity and quality of the digital product(s). If this happens, please expect it to be delivered to your registered email address in 1-3 business days (excluding weekends and holidays).

Please note that these are estimated delivery times and are not guaranteed. Delays may occur due to factors beyond our control.

Shipping Costs

Shipping costs are free for all digital orders.

Order Status and Tracking

Once payment has been made for your order, you will receive a download link for your ordered item(s). Please note that there will be instances when your orders will not be instantly available for download. In this case, please expect it to be delivered to your registered email address in 1–3 business days (excluding weekends and holidays) upon receipt of payment.

Access and Support

For any questions, concerns, or issues related to accessing or downloading your digital goods or require assistance regarding our shipping and digital goods policy, please get in touch with us.

All digital goods purchased from Us are subject to our Terms and Conditions and licensing agreements. Unauthorised sharing, reproduction, or distribution of digital products is strictly prohibited.

Contact Us

If you have any questions about our Shipping and Delivery policy, You can contact us:

- By email: webmaster@bdabooks.com.au
- By email: sales@bdabooks.com.au
- By visiting this page on our website: <https://bdabooks.com.au/Contact.html>
- By mail: P. O. Box 988, Glebe NSW 2037