

NEW CREATION CHURCH

ONLINE CATALOGUE Overseas Order Policy

Please read the following Terms & Conditions before submitting your order for any resource(s) listed in our Online Catalogue. By submitting your order, you are deemed to have accepted the following Terms & Conditions.

1. RIGHT TO REFUSE ORDER/CONFIRMATION OF ORDER

We reserve the right not to accept or process your order. If your order is rejected for any reason, we will inform you accordingly via telephone or email.

We will not accept orders where the specified delivery address is a P.O. box.

If your order is accepted, we will contact you either via telephone or email to inform you of the total amount payable, inclusive of admin/handling, shipping/postage and bank charges for inward telegraphic transfers.

If you do not hear from us within seven (7) working days from the time you submitted your order, please contact us at order.resource@newcreation.org.sg

2. MODE OF PAYMENT

We only accept payment via Telegraphic Transfer to our designated account as follows:

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|------------------|---|
| Account name | : New Creation Church |
| Bank name | : Overseas-Chinese Banking Corporation Limited |
| Bank address | : 65 Chulia Street, OCBC Centre, Singapore 049513 |
| Bank account no. | : 506-050632-001 |
| Bank SWIFT CODE | : OCBCSGSG |

We will deliver the item(s) ordered to the address specified in the Resource Order Form after we have received the full payment in our designated bank account.

4. RETURN & REFUND

If you discover any defect in the item(s) delivered to you, please notify us immediately. Please note that returns for minor cosmetic defects or damages caused by your negligence will not be accepted.

5. DELAY IN DELIVERY/NON-DELIVERY

We will not be liable to you for any delay in delivery or non-delivery of item(s) ordered in the event that:

5.1 You have specified an incorrect address in the Resource Order Form, or you have changed your address without prior written notice to us. In the event that you have specified an incorrect address, and our efforts to contact you have failed, we reserve the right to dispose of incorrectly-addressed envelopes and their contents at our discretion if they are returned to us. We will not be obliged to issue a refund to you or any other person.

5.2 The delay or failure is due to circumstances beyond our control or the control of our agents and sub-contractors, including and not restricted to war, electricity power failure, utilities failure, failure of telecommunications links, failure of transportation infrastructure, fire, flood, government act, natural disaster, legislative constraint, strike, labour dispute or malicious damage involving employees.

6. SHIPPING INFORMATION

Shipping/postage charges for orders depend on the weight and destination. We only offer standard registered Airmail via SingPost (www.singpost.com).

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7. IMPORT DUTIES AND TAXES

Orders that are shipped to destinations outside Singapore may be subject to import duties and/or taxes which are levied by the governments of these destination countries. Customs policies vary from country to country and we are unable to advise from the outset if customs duties and/or taxes apply and how much they may cost. These charges are neither included in the prices of the resources nor the shipping and postage fees quoted. You are advised to contact your local customs office for more information about your prevailing local import duties and taxes.

By confirming your order, you agree to comply with all the customs laws and regulations of the destination country's government and to bear any additional charges for import duties and/or taxes for customs clearance. We will not be responsible for the payment of any import duties and taxes under any circumstances.

We will not be liable for any refund, delivery delay and/or non-delivery of your order in the event that the item(s) ordered are retained by third parties (e.g. shipping company) because you have not paid or refuse to pay any import duties and/or taxes which may be imposed by the government of the destination country.

8. LIABILITY

Our liability to you in the event that item(s) ordered are lost in dispatch shall, at our sole discretion, be limited to a one-for-one replacement of the item(s) in question.

To the extent permitted by law, we exclude all other liabilities to you. Our exclusions of liability shall not apply to any damages arising from death or personal injury caused by our negligence or that of any of our employees, agents or sub-contractors.

These Terms & Conditions do not and shall not affect your statutory rights as a consumer.

9. USE OF PERSONAL INFORMATION

We will use any personal and or transactional information (e.g. name, address) you supply for the sole purpose of fulfilling your order.

10. THIRD-PARTY RIGHT

A person who is not a party to these Terms & Conditions shall have no right to enforce or rely upon any provision of them.

11. VARIATION

We may change these Terms & Conditions at any time. It is your responsibility to read and understand these Terms & Conditions before you place your order each time. We will not be responsible for any loss suffered by you which arises from your negligence in doing so.