

PURCHASING TERMS

AIQS delivers products Australia-wide and to our international customers using Australia Post. Shipping costs are influenced by the size and weight of the product and your location, exact shipping costs are calculated in the shopping cart and will be added to the order total before checkout.

Orders are dispatched within two business days *after payment has been received*. Shipping times are estimated at between three and seven business days depending on your location within Australia. Please allow up to 20 business days for international deliveries.

SUBSCRIPTIONS

Magazine subscriptions entitle the purchaser to four separate editions of one publication. These editions will be automatically assigned, commencing with the most recently published edition upon the time of payment completion. If the purchaser chooses to, they may substitute any of their allocated editions for past editions, subject to stock availability. This is only possible if the purchaser contacts marketing@aiqs.com.au prior to any posting or shipment of any substituted editions. The purchaser may also be entitled to a digital copy of each allocated edition and may request this from marketing@aiqs.com.au after purchase. Subscribers will receive a renewal invoice upon their subscription expiry (12-months after original purchase).

PAYMENTS

No products are to be shipped until the full payment amount is received by AIQS. Purchasers may indicate an intention to purchase products by checking out via the online portal, however the purchase will not be completed, and products will not be issued or shipped until payment has been made in full. Invoices can be issued if purchaser is unable to pay via card through the booking portal. This includes standing magazine subscriptions.

CUSTOMER SERVICE

AIQS is committed to providing exceptional customer service and quality products. AIQS endeavours to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery timeframes are between three and 10 business days; in the event that an ordered item is not available or AIQS is unable to fulfil your order, a representative from the AIQS head office will notify you within two business days to arrange an agreeable alternative item, a backorder or a full refund.

REFUNDS

AIQS does not normally give refunds for changes of mind, incorrect item purchased, or incorrect address input. You can choose between a refund or exchange where goods are faulty, have been wrongly described or are different to the product purchased on the website.

PRIVACY POLICY

The latest AIQS Privacy Policy can be found on the [AIQS website](#).