



Terms and Conditions

Privacy Policy

Introduction

Asahi Diamond Industrial regards customer privacy as an important part of our relationship with our customers. The following Privacy Policy applies to all Asahi Diamond Industrial users, and conforms to Internet privacy standards.

Asahi Diamond Industrial is committed to complying with Australian privacy legislation, and to protecting your privacy when you deal with us.

In this policy we explain how and why we collect your personal information and how we use it. If you have any questions or concerns regarding this statement, you should first contact the General Manager 02 999 77 033.

Collection of Information

In order to use the Asahi Diamond Industrial website to purchase products, we will require personal information to be able to provide our services to you. We will only collect such personal information if it is necessary. The type of personal information that Asahi Diamond Industrial collects includes:

- Names
- Contact details including address, telephone number/s and email address
- Financial details.

Personal information may be collected and stored from Asahi Diamond Industrial in the following ways:

- If you contact us to make an enquiry, we may keep a record of that correspondence;
- When you place an order either in person, over the telephone, via email, fax or through our website we may require personal information including your name, address, telephone number, email address and financial details i.e. credit card information;
- When you conduct certain types of transactions such as cheque purchases or refunds;
- When you submit your email address to our mailing list.

It is your responsibility to ensure that all information provided by you in relation to an order is accurate, complete and up-to-date.



Asahi Diamond Industrial Australia Pty. Ltd.

Use of Collection Information

Any financial information that Asahi Diamond Industrial receives from our customers will be used by us to provide you with our products and/or services. The financial information that we collect from you is securely stored.

Correspondence is recorded in order to provide service references, and to assist in our staff development.

Direct Marketing

As part of Asahi Diamond Industrials' business activities and to promote the services available to you, we may use personal information that you have provided us with for the purposes of direct marketing. Direct marketing includes, but is not limited to, sending to you and/or contacting you in relation to relevant promotions and information about our products and services. You can opt out of receiving direct marketing communications from us by emailing sales@asahi-diamond.com.au

Orders

If you purchase a product or service from us we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, email, and postal address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Communications

Asahi Diamond Industrial uses personally identifiable information for essential communications such as emails, accounts information, and critical service details.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Asahi Diamond Industrial may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose.



Asahi Diamond Industrial Australia Pty. Ltd.

Asahi Diamond Industrial does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

Links

Links on the Asahi Diamond Industrial website to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of Asahi Diamond Industrial. We encourage customers to be aware when they leave the site and to read the privacy statements of each and every website that collects personally identifiable information.

Access to Collected Information

Asahi Diamond Industrial is committed to maintaining accurate, timely, relevant and appropriate information about our customers, clients and website users.

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at sales@asahi-diamond.com.au

In order to gain access to the personal information we hold on you or to update it, verification of identity will be required to ensure your personal information is only disclosed to you.

If we refuse to provide you with access or to correct the personal information held about you, then we will provide you with reasons for such refusal.

Asahi Diamond Industrial will respond to any requests for access to or correction of personal information within a reasonable time of receipt of the request, and within no longer than 30 days from the request being received.

Security and Storage of Collected Information

The security of your personal information is of great important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When credit card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete credit card details.

Asahi Diamond Industrial retains the information you provide to us to enable us to verify transactions and customer details, and to maintain adequate records for legal and accounting purposes. All financial information that we collect from you is securely stored.



Asahi Diamond Industrial Australia Pty. Ltd.

Information stored and shared within our computer systems can only be accessed by Asahi Diamond Industrial members of staff with the relevant authority to do so.

Any form of data transmission over the internet is not guaranteed to be 100 percent secure. Asahi Diamond Industrial will endeavor to follow accepted industry standards to always protect our customers' personal information, however, we cannot ensure or warrant the security of any information transmitted through our website, and customers do so at *their* own risk. Once Asahi Diamond Industrial receives your information they will make every reasonable effort to ensure its security.

It is your responsibility to keep passwords and/or account information private from other people.

If you have any questions about security on our website, you can email us at sales@asahi-diamond.com.au

Changes to Privacy Policy

If we decide to or are required to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

Acceptance

By using our website you are confirming your acceptance of this Privacy Policy.

Complaints

If you have any questions or complaints about our Privacy Policy your feedback should be directed in the first instance to the General Manager on 02 999 77 033.

Delivery Policy

The Asahi Diamond Industrial Delivery Policy applies to all purchases made online.

Ordering Online

Please ensure that all information provided by you in relation to your order is accurate, complete and up-to-date.

Your order becomes effective upon entering your payment details online. You cannot cancel the order after that time.



Asahi Diamond Industrial Australia Pty. Ltd.

Once your order is complete you will receive an email confirming your order from one of our professional sales staff; we will normally confirm receipt of your order within 24 hours of ordering.

Postage Charges

Order Value	Delivery Location	Delivery Charge
Orders over AUD\$250	Australia Metro	Free up to 5kg
Orders over AUD\$250	Australia Regional (inc. Tasmania)	\$25.00 AUD up to 5kg
Orders under AUD\$250	Australia Metro	\$20.00 AUD up to 5kg
Orders under AUD\$250	Australia Regional (inc. Tasmania)	\$25.00 AUD up to 5kg
Orders over AUD\$250	Outside of Australia	\$50.00 AUD up to 5kg
Orders under AUD\$250	Outside of Australia	\$50.00 AUD up to 5kg

Delivery Timeframes

We will attempt to send your goods via courier within 5 working days; however if goods are out of stock delivery will take a little longer.

PLEASE NOTE: *Rural areas may add an additional day to our delivery timeframes.*

Order delivery times are provided as a guideline only. And do not take into account possible delays caused by payment authorization. We are unable to accept liability for any delay in delivery.

If you wish to query a delivery please contact us at sales@asahi-diamond.com.au

Refunds and Returns Policy

The Asahi Diamond Industrial Refunds and Returns Policy applies to all purchases made online.

If for any reason you are not completely satisfied with your purchase we will give you a 14 day money-back guarantee from the time you receive the goods. Please email us at sales@asahi-diamond.com.au or call us on 02 9997 7033 within that time if you are not satisfied with your purchase so that we can resolve any problems.

All returns must be accompanied by our Returns Form which is available for download here www.asahi-diamond.com.au/policies



Asahi Diamond Industrial Australia Pty. Ltd.

This Refund Policy does not apply to goods which have been used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition.

Asahi Diamond Industrial reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

All postage and insurance costs are to be paid by the buyer. We request that you return the product via Registered Post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit; therefore we advise you take out shipment registration of insurance with your postal carrier. Asahi Diamond Industrial will not be responsible for parcels lost or damaged in transit if you choose not to insure.

Asahi Diamond Industrial offers exchanges and/or replacements for items that meet the required criteria. These will be processed within 10 business days of receipt. Notification of this transaction will be sent to the nominated email address.

Please send your returns, along with a completed Returns Form to:

Asahi Diamond Industrial PTY LTD
1B / 81 Bassett Street
Mona Vale
NSW
2103