

Terms of Service

1.0 Payments

Payments are to be made in full at checkout, before any order is fulfilled and delivered to your nominated address.

2.0 Refund & Returns Policy

Please note that refunds are not permitted for any goods unless they are faulty or there is a defect covered under the manufacturer's warranty agreement. Refunds are also not permitted on any labour or service you have requested and agreed to be completed.

4.0 Security Policy

Cozy Pools & Spa's PTY LTD uses the eWAY Payment Gateway for its online credit card transactions. All online credit card transactions performed on this site using the eWAY gateway are secured payments. All transactions are automated with an immediate response.

To discuss our terms and policies please do not hesitate to contact us.

5.0 Privacy Policy

Cozy Pools & Spa's PTY LTD regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Cozy Pools & Spa's users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should contact Cozy Pools & Spa's PTY LTD at info@cozypools.com.au.

5.1 Storage of Collected Information

The security of your personal information is 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.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us.

5.2 Access to Collected Information

If your personal information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at info@cozypools.com.au

5.3 Orders

If you purchase a product or service from us, we may request certain personal 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 process your orders. If we have trouble processing an order, we will use this information to contact you.

5.4 Communications

Cozy Pools & Spa's PTY LTD uses personal information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at info@cozypools.com.au

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.

5.5 Third Parties

Cozy Pools & Spa's PTY LTD 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 personal information for any other purpose.

Cozy Pools & Spa's PTY LTD does not share any information with third parties for any unknown or unrelated uses.

5.6 Legal

We reserve the right to disclose your personal 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.

5.7 Links

Links on this site 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 www.cozypoolshop.com.au.

5.8 Storage of Collected Information

We follow accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

5.9 Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, 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.

6.0 Shipping

We deliver products from 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 1 business days. Shipping times are estimated at between 2 and 5 business days depending on your location.

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