

### **Details on what is involved should you decide to buy from Camsew.**

Few people visit our premises in Cheltenham, more and more machines are being ordered by phone, after having been online. Of course, you are welcome to visit our premises, but please ring me 1<sup>st</sup> just to make sure that I can be here to assist you.

### **Melbourne Metropolitan area, Geelong, Latrobe Valley, Bendigo, and Ballarat.**

If you are in the Melbourne Metropolitan area, we deliver and set up your machine, this gives you a chance to check out the machine, and that everything is what you expected. The delivery and setup is at no extra cost; you only pay for what you were quoted there are no hidden costs.

We normally deliver within 24 hours of you placing your order, this could include Saturday's but not necessarily.

**Warranty** is on site for 12 months to premises within the Melbourne Metropolitan area.

We don't normally worry with a deposit; given we would return your money if you were dissatisfied; so there is no point in taking deposits. If how every you want to secure an item by paying with a deposit, then you're welcome to.

### **Adelaide, Brisbane Canberra, and Gold Coast.**

In these cases, we are represented by experienced sewing machine mechanics, they will deliver your machine, set it up and provide 12 months on sites out warranty. There could be a charge for freight, which would not be covered by the \$100 discount towards freight.

### **Intro-state and inter-state deliveries.**

Smaller items such as bag closers desktop blind stitch etc are dispatched by Australia post, and are subject to their delivery times, you're welcome to pay extra for Express Delivery, but normally this is significantly higher, and is of little benefit to some areas.

Machines are normally delivered overnight by TNT to places like Sydney, and most intra-state locations.

Machines delivered to Sydney, and most intrastate places would normally be no cost. Otherwise we allow \$100 towards your freight with TNT, so long as it is a transaction outside of eBay. Once your machine is paid for we will organise pickup for delivery by TNT and they will send you an email confirming that this has been done. Once your machine has been picked up by TNT then we will confirm this and send you a tracking number.

We take responsibility for any damage incurred while being transported by TNT, from our Cheltenham premises were of course we can package them properly.

**Warranty** is for 12 months on return to our premises, freight cost could be at your expense, however at our discretion we would be willing to pay freight cost.

**Payment** We accept all forms of payment; however, cheques would only be accepted from people that we know. Unless of course you want to wait 3 days for them to be cleared.

MasterCard Visa and PayPal, cash, EFT, direct deposits are all welcome.

Your questions not answered here? Please feel free to contact me Ron on **0419 884 920**.

Or email me at [camsew@outlook.com.au](mailto:camsew@outlook.com.au).