

## PRECISE BACKGROUND SERVICES TERMS AND CONDITIONS

### **Pricing Policy**

All of our prices are in Australian dollars (AUD) and include GST (Goods and services tax) as of 1 July 2013. If you find a cheaper advertised price somewhere else, email or phone us with the details of the supplier together with prices of the product required and we will endeavour to provide you with a more competitive price.

### **Customer Service Policy**

Precise Background Services are committed to providing exceptional customer service and quality products. We endeavour to make sure that all services listed on our website are currently available and pricing is true and correct. Standard delivery timeframes for National Police History Checks is between 2-20 business days, and is dependent on Crimtrac processing timeframe.

### **Refund Policy**

Please ensure that you check the data you enter on the National Police History Check form is correct as any incorrect information will make the Police Check certificate invalid. IE: date of birth incorrectly entered. The certified identification documents must have been certified within 90 days prior to submission of check.

Our online Police Checks are for employment purposes only, therefore if you require a Police Check for any other purpose, please contact us on 1300 557 556 prior to submitting your check. No refund will apply for checks submitted for purposes other than employment.

Precise Background Services takes no responsibility for candidates failing to supply the required 100 points of certified identification. No refund applies for failure to provide required documentation to submit a police check under Crimtrac requirements.

We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website or doesn't perform as advertised.