



## **At Your Service Delivery Policy**

Last Modified: 18 November 2014

At Your Service (Vision At Your Service Pty Limited ABN 51 167 339 595) endeavours to provide best possible service to our customers.

Once you contact us the services will be delivered within the agreed upon timeframe or within 1-10 days.

Once the services have been provided you will need to complete payment in the manner agreed upon and within the agreed timeframe (see our Billing & Payments Policy for more details)

As part of our service delivery we will conduct customer surveys as soon as we have delivered the service/s agreed.

In regards to purchasing a gift voucher on line, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your voucher via your chosen delivery method (mail or email) within 5 working days. If you wish to query a delivery please contact us at [office@at-your-service.com.au](mailto:office@at-your-service.com.au)

The gift voucher is valid for one year from date of purchase. Gift vouchers are non-refundable but can be transferable. Where a gift voucher has been purchased by someone else for you we will do our best to assist you in finding a service we offer to meet your needs.

If for any reason you are not completely satisfied with our service we will endeavour to rectify the issue (see our Refunds & Returns Policy for more details), if you are still unsatisfied with our service we are more than happy to wave/refund our fees.

If you require any clarification on our policy or would like to lodge a complaint please email us at [office@at-your-service.com.au](mailto:office@at-your-service.com.au) or call us on 1800 737 838.