



# Naturopath 2 U Internet Merchant Policies & Procedures

## Naturopath 2 U Privacy Policy

### Introduction

Naturopath 2 U regards customer privacy as an important part of the relationship with clients. The following privacy policy applies to all Naturopath 2 U users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact

Lisa Waayer at 0413 289 769 or [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com)

### Collection of Information

- In order to use the Naturopath 2 U mobile payment services, we may require information from you in order to provide the best service possible.
- All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.
- Any information collected by Naturopath 2 U is collected via correspondence from you. This may be via the telephone, email or mail or directly through the website.

### Use of Collection Information

- Any details collected from Naturopath 2 U clients are required in order to provide you with our products and/or services, and a high level of customer service.
- Correspondence is recorded in order to provide service references, and to assist in our staff development.

### 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 at [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com)

### 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.



### **Third parties**

- If Naturopath 2 U is unavailable to make a delivery of physical goods (see *Herbal medicines & other supplements purchased from Naturopath 2 U* below), delivery will be arranged using Australia Post or an external supplier such as a courier service within a mutually agreeable timeframe and location.
- Should this occur, your contact information (such as name, email, and postal address), will be disclosed to this third party where appropriate, however, your credit card details and/or other payment information will not be shared.
- On occasion your information will be provided to third party suppliers to place orders for physical goods but you will first be notified should this need to occur.

### **Communications**

- Naturopath 2 U uses personally identifiable 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 [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com).
- 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.

### **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 and/or mobile payment facility.

### **Links**

- Links on the Naturopath 2 U 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 Naturopath 2 U (under Weebly).

### **Changes to Privacy Policy**

- If we decide 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.

### **Naturopath 2 U Security Policy**

- Naturopath 2 U uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of New Zealand merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.
- Payments are fully automated with an immediate response.



- Your complete credit card number cannot be viewed by Naturopath 2 U or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Naturopath 2 U.
  - For more information about eWAY and online credit card payments, please visit [eway.io/nz](http://eway.io/nz)

#### **Delivery & Payment Policy for herbal medicines & other supplements purchased from Naturopath 2 U**

- Herbal medicines & other supplements purchased from Naturopath 2 U need to be paid in advance.
- An invoice will be forwarded to you upon receipt of your order, after which a payment can be made via cheque, cash, direct bank transfer or via eWAY mobile payment facility (using a credit or debit card). To make a payment, contact us at [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com) or on 0413 289 769, or request this in person prior to goods being provided.
- Herbal medicines & other supplements purchased from Naturopath 2 U using eWAY will be subject to a 2.6% fee which will be applied to the GST inclusive total amount owing per transaction.
- After payment has been successfully cleared, your order will be delivered within 3-5 working days to your residential address when appropriate or within a mutually agreeable timeframe and location.
- Should Naturopath 2 U be unavailable to make the delivery personally, delivery will be arranged using Australia Post or an external supplier such as a courier service within a mutually agreeable timeframe and location. Postage or freight fees will then be forwarded onto the client in addition to the goods being provided.
- If you wish to query a delivery at any time please contact us at [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com) .

#### **Payment Policy for Naturopathy services provided by Naturopath 2 U**

- Payment for Naturopathy services provided by Naturopath 2 U need to be paid in advance or upon delivery in person at the conclusion of the consultation/s.
- A payment can be made via cheque, cash, direct bank transfer or via eWAY mobile payment facility (using a credit or debit card). To make a payment in advance, contact us at [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com) or on 0413 289 769.
- Naturopathy services provided by Naturopath 2 U using eWAY will be subject to a 2.6% fee which will be applied to the GST exclusive total amount owing per transaction.\*

#### **Returns & Exchanges Policy**

- Refunds are provided if they meet the below terms, but only in the form of an exchange in the case of physical goods; no monetary refunds are given for physical goods.
- No refunds or exchanges are applicable to Naturopathy services provided by Naturopath 2 U.
- If for any reason you are not completely satisfied with your purchase of physical products we will arrange a suitable solution within 5-10 working days that you receive the goods if the below terms are met appropriately.
- Please email us at [naturopath2u@gmail.com](mailto:naturopath2u@gmail.com) or phone 0413 289 769 as soon as there becomes an issue with anything you have purchased within above timeframe if you are not satisfied with your purchase so that we can resolve any problems.



- The exchange of physical goods will not be granted in cases where there is a change of mind, and/or if personal and/or health circumstances have changed following a consultation provided by Naturopath 2 U, or following the placement of an order.
- During your consultation and/or at the time of placing your order it is your responsibility to update your practitioner (Lisa Waayer, Naturopath 2 U) if any of your circumstances or information has changed so that your order can be adjusted accordingly prior to payment being placed. Should these circumstances change at any time and you do not inform Naturopath 2 U within a suitable timeframe if an order has been placed, no exchanges will be granted.
- This policy does not apply to physical goods which are ordered or supplied through other external parties or suppliers, even where the products may be identical, e.g., chemists, health food stores, supermarkets, Practitioner Supplements, Health World, Metagenics, Global By Nature or Integria. Goods ordered through these or other suppliers will be subject to their policies and procedures for appropriate refunds or exchange and resolution will need to be applied for externally.
- This refund policy does not apply to goods which have been worn or 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. All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post and that you pre pay all postage. If the goods are damaged or incorrect at fault of Naturopath 2 U, exchanges will be supplied if Naturopath 2 U is notified within 5 working days of receiving the goods.
- You assume any risk of lost, theft or damaged goods during transit; therefore it is advised that you take out shipment registration of insurance with your postal carrier. Naturopath 2 U will not be responsible or parcels lost or damaged in transit if you choose not to insure.
- If you have any enquiries regarding this document and the payment services offered by eWAY please visit our website at [eway.io/nz](http://eway.io/nz)

*\*Services provided by Naturopathy for consultations are not subject to GST under the ATO (NAT 8090).*