



## Terms and Conditions

### Returns Policy

Big Swing Golf anticipates that your purchase will meet your expectations of quality, function and design. If, however in the unfortunate situation where you may require an exchange, you must present proof of purchase to the store.

You can choose an exchange or refund if the item you purchased has a major problem, such as, if the item:

- Has a problem that would have stopped someone from buying the item, if they had known about it
- Is unsafe
- Is significantly different from the sample or description
- Doesn't do what we said it would, or what you asked for and can't be easily fixed

Big Swing Golf may offer to repair, exchange or provide a gift card if the problem is not major. If it is not repaired in a reasonable time, you can choose a refund or replacement item.

Big Swing Golf are not obliged to provide an exchange or refund, if you simply change your mind about your purchase.

### Online (Webstore) Purchases - If an Exchange or Refund is required

If you purchased an item online via [www.bigswinggolf.com.au](http://www.bigswinggolf.com.au) and upon delivery find that the item is unfortunately defective, damaged, has been sent incorrectly, or does not match the description to which it was advertised, we will organise a return pickup at Big Swing Golf's expense. We will ship the replacement item to you, at no charge.

In such circumstances, please contact our Webstore via [info@bigswinggolf.com.au](mailto:info@bigswinggolf.com.au) where one of our friendly staff will contact you directly to discuss the best exchange process suitable for you.

Big Swing Golf are not obliged to provide an exchange or refund, if you simply change your mind about your purchase.

### Shipping Policy

We aim to despatch stock items within 48 hours of receipt of your payment. You can typically expect to receive orders within 7 working days.

On occasions where a product may be temporarily out of stock, the customer will be contacted either by telephone or email and can either wait the extra delivery time or be offered a refund or exchange for a product that is in stock.

Costs vary depending upon parcel sizes and delivery areas. Current trading terms restrict all orders to within Australian borders. All shipping costs are based upon historical average costs and actual costs can be slightly larger or smaller than the amount charged.

## E-Gift Card Policy

These terms apply to all gift cards and electronic vouchers issued by or on behalf of Big Swing Golf Pty Ltd. By purchasing, redeeming or attempting to redeem a Gift Card, you agree to the following terms.

1. Redeemable for goods purchased online and at participating Big Swing Golf venues.
2. The E-Gift Card is valid for 36 months from date of issue.
3. E-Gift Cards are non-refundable and cannot be exchanged for cash. No change will be given. The E-Gift Card can be redeemed in whole or for part of a payment. Unredeemed values will remain on the E-Gift Card until card expiry or until redeemed, whichever occurs first. Any remaining balance will be cancelled on expiry of the validity period. The E-Gift Card should be treated like cash.
4. Big Swing Golf is not responsible for lost, stolen or damaged E-Gift Cards.
5. A predetermined value of \$25 - \$250 can be loaded onto a Big Swing Golf E-Gift Card. A maximum amount of \$250, and a total of \$500 per order per E-Gift Card purchase applies.
6. GST will not apply to the sale of an E-Gift Card, specifically the face value/loaded amount.
7. Once the E-Gift Card has been fully redeemed it cannot be reused.
8. This E-Gift Card can be used in conjunction with another form of payment such as cash & EFTPOS (in-store only) or credit card to make up the full value of the purchase.
9. This E-Gift Card is not a cheque guarantee, credit or charge card.
10. Big Swing Golf reserves the right to amend the terms and conditions of the E-Gift Card at any time and to take appropriate actions, including the cancellation of the E-Gift Card if, at its discretion, it deems such action necessary.
11. Should Big Swing Golf suspect any fraud relating to an E-Gift Card, Big Swing Golf may refuse to redeem the E-Gift Card until Big Swing Golf is satisfied that no fraud has occurred.
12. Neither Big Swing Golf, nor the provider of the data, represents or guarantees, or accepts any liability whatsoever in respect of, the accuracy, currency or completeness of the E-Gift Card information. Big Swing Golf does not accept any liability for any delays, interruptions, errors, or omissions, however occurring (including as a result of negligence) in the collecting, recording, processing, storing or dissemination of this information.

## Privacy Statement

Big Swing Golf recognises that your privacy is very important to you. Providing your personal information is an act of trust that we take very seriously. Big Swing Golf will not sell, trade, give or rent any information obtained from you to a third party. Big Swing Golf may from time to time amend, update, or change this statement. You should check this page periodically for changes to this statement.

We acknowledge that we may collect and store information about you as part of offering services on the website. In this regard, we will act ethically and as evidence of this commitment, we will take reasonable steps to comply with the following principals in relation to the information you give to us about you.

### 1. Collection

Big Swing Golf collects the personal data that you volunteer via the [www.bigswinggolf.com.au](http://www.bigswinggolf.com.au) website via forms or by email. This information will only be collected by lawful and fair means.

In order to register with the Big Swing Golf web site, we require some basic information about you. We also allow you to provide additional non-required information on registration and at other times. Only information marked as 'required' during registration is needed to use services on the website. This information is used for identification purposes and to contact you when necessary.

As you browse the Big Swing Golf website, we may log the IP address of your computer, session details, and domain name to evaluate which parts of the website you visit and how long you stay there. We do not link your computer's IP address with any other information you have submitted to us. While a [bigswinggolf.com.au](http://bigswinggolf.com.au) user's session may be tracked, all users remain anonymous when tracked.

IP tracking information is aggregated with tracking data from all site visitors to measure number of visits, average time spent on the website, pages viewed, and to help diagnose problems with our servers.

### 2. Use and disclosure

Big Swing Golf requires you to provide certain information about yourself in order to provide services to you. We will not rent, sell or exchange information about you to third parties (other than related parties) except where you consent, or except where you would expect the information to be disclosed, or except where we have indicated we may disclose; or except where we are legally obliged to disclose such information.

By choosing to write a comment or customer review, you have consented to the use of this information in future, for reproductions used in advertising by Big Swing Golf, except where you have specified for us not to disclose this information.

### 3. Data quality

Big Swing Golf will take reasonable steps to ensure that information we have about you is accurate, complete and up to date when we collect and use it.

### 4. Data security

Big Swing Golf will take reasonable steps to ensure that the personal information we hold about you is kept secure at all times. Big Swing Golf will limit access to your personal information to employees and data processors that need it to carry out the service provided by us except where we inform you otherwise. Our employees and data processors are obliged to respect the confidentiality of clients and website visitors personal data. Big Swing Golf will reinforce with other employees the policies and practices in relation to safeguarding personal information of clients and visitors, preventing its unauthorised access, use or disclosure, and ensuring its proper handling.

Our website has policies, rules and measures in place to protect the visitor's personal data from:

- Unauthorised access
- Improper use
- Alteration
- Unlawful or accidental destruction
- Accidental loss

## 5. Transparency

Big Swing Golf will be honest and open with you about the type of personal information that is collected about you and the actual use of any such information. By giving out your personal information, or filling in the entry or application form, or writing a customer review, you have consented to the use of this information in future, for marketing campaigns that Big Swing Golf feels you may be interested in.

At any time, you have the option to opt out from receiving any future marketing material by contacting Big Swing Golf by sending an Unsubscribe email to [unsubscribe@drummondgolf.com](mailto:unsubscribe@drummondgolf.com) or sending a written request to us by one of the methods in section 13 Contact Information.

## 6. Access and correction

If you provide us with satisfactory personal identification, such as your login details, Big Swing Golf will let you have access to the information we keep about you and give you the opportunity to have that information corrected if it is found to be incorrect. Further, if Big Swing Golf is not able to release details of personal information to you, then we will provide you with reasons for any denial of access or correction.

## 7. Anonymity

You can access our website home page and browse the public area of the Big Swing Golf website without disclosing personal information. Big Swing Golf will, wherever it is lawful and practicable, give you the option of not identifying yourself to us except where it is necessary to use our website services.

## 8. Transfer of Data

Big Swing Golf will take reasonable steps to ensure that if any information you give us about you will remain subject to the protection given by our Privacy Statement or another statute or binding scheme which is substantially similar to this Privacy Statement.

## 9. Sensitive Information

Big Swing Golf will not collect information that is considered highly personal or highly sensitive about you. For example, information relating to your racial or ethnic origin, religious or philosophical beliefs, sexual orientation or in relation to your health will not be collected by us.

## 10. Cookies

Big Swing Golf uses cookies to hold session information, improve security during a visitor's session online, ensure effective advertising tailored to the visitor's needs, and provide you with your information. We may store a unique user identifier in a cookie to identify you between visits to the site. You can use your browser to disable cookies, however, Big Swing Golf is not liable for any errors which may be encountered with the website as a result.

## 11. Client and Visitor Choice

By registering with Big Swing Golf, you have chosen to receive promotional or marketing information from our website or organisation and/or affiliates and alliances. At any time, you can opt out from receiving such information by sending a request to opt out using any of the methods detailed in the contact information (section 13).

## 12. Coverage and Complaints

Our Privacy Statement covers Big Swing Golf and the Big Swing Golf website. If you would like to make a complaint on the basis that you feel your privacy has been breached because we have failed to comply with this Privacy Statement, you should contact us using any of the methods detailed in the contact information (section 13).

## 13. Contact Information

Email: [info@bigswinggolf.com.au](mailto:info@bigswinggolf.com.au)

Postal Address:  
Big Swing Golf  
PO Box 309, Braeside BC VIC 3195

Physical Address:  
Big Swing Golf  
15-17 Lakewood Boulevard  
Braeside VIC 3195  
Phone: (03) 9565 1400