

Our Policies

Returns and Credits

Returns can be made by emailing surfingworld@surfingworld.com.au within 7 days of receiving faulty goods. Items will be replaced or a credit note issued. Surfing World does not issue refunds.

Unfulfilled Orders

If because of the limited print runs of our publications we are unable to fulfill your order, we will let you know within two days.

Disclaimer

Surfing World will not take responsibility for any damage after the order has been delivered in good condition. We are not responsible for any delivery delays after the order has left the premises or due to any circumstances beyond our control.

Privacy Policy

Surfing World is committed to keeping your details private. Any information we collect in relation to you is kept strictly secured. We collect personal information when you purchase a product. We do not pass on/sell/swap any of your personal details with anyone.

We use this information to identify your orders, and may contact you with information about Surfing World. You may request to stop receiving our communications by sending us an email. To unsubscribe, please email surfingworld@surfingworld.com.au with "remove from mailing list" in the subject line.

Security Policy

When purchasing from Surfing World you can be sure we consider the security of your financial details to be of paramount importance. We use a secure third party payment system to ensure your financial details are protected.

Pricing Policy

All of our prices are in Australian dollars (AUD) and include GST unless they are international subscriptions and postage rates.

Shipping Policy

Goods will be shipped using Australia Post and are normally shipped within 7 to 14 days. Domestic purchases will incur GST. Postage charges are based on current Australia Post rates.