

Terms and conditions

These are the terms and conditions that you agree to be bound by, so please read them carefully before submitting your order. All order forms must be signed by you before an order will be processed. Original order forms (not photocopies) will be processed.

1. You warrant that you will only submit a photo that you own copyright in, or have the copyright owner's permission to reproduce. (Permission may be given by a parent or guardian on behalf of an infant.) Australia Post reserves the right to ask you to prove that you have the right to copy the photo and that permission has been obtained from persons featured in the photo or that you have the right to use any images or logos in the photo. If you are unable to prove any of the above upon request, Australia Post may refuse to copy the photo. In such instances, Australia Post will promptly return your photo and payment will be refunded.
2. If your photo contains any non-English words you must provide a written translation with your order.
3. Any copyright in the Personalised Stamps™ images vests in Australia Post. A person cannot reproduce or authorise the reproduction of the Personalised Stamps™ images without Australia Post's prior written approval.
4. Australia Post reserves the right not to print your photo image on the tab, if in its opinion this image is unacceptable, or Australia Post suspects that the copying of the photo will infringe copyright or may otherwise infringe any other law. In such instances, Australia Post will promptly return your photo and payment will be refunded.
5. You agree to indemnify Australia Post against any claim, damages or expenses Australia Post suffers in connection with the use of your photo, including any infringement of another person's intellectual property rights or unauthorised use of any image of any other person or property.
6. You may use the Personalised Stamps™ to pay postage on a postal article posted in Australia. Each of the Personalised Stamps™ used to pay postage will be postmarked.
7. Variations in colour, image quality and position may occur in the finished product. You acknowledge that the finished photo image is dependent on the quality of the photo submitted. To the extent permitted by law, Australia Post will not refund or replace an order if the Personalised Stamps™ are of poor quality.
8. Stamps designs are subject to change without notice. Prices may be varied at any time at Australia Post's discretion. The 50 cent rate is a seasonal rate and only valid for postage between 1 November and 31 December annually. Normal postage rates apply outside this period.
9. While every endeavour will be made to ensure that the Personalised Stamps™ will be produced and dispatched within 10 days from mailing of your order, delivery delays may be experienced. If you wish to use the Personalised Stamps™ for a special event, you should ensure that the order is placed early enough to allow sufficient time for the order to be fulfilled to meet the date of your event.
10. The service provided by Australia Post pursuant to these terms and conditions is subject to the General Postal Service terms and conditions.
11. If you have a complaint concerning the finished Personalised Stamps™, you should ring 1800 782 677. Refunds will only be granted where the stamps are (a) faulty, damaged or rendered unsuitable to be used as postage, (b) where evidence is provided that damage occurred before delivery to you, and (c) where a claim is made within 30 days of the date of delivery.
12. Australia Post will keep your details and photo on file for 18 months from receipt of your order in case you wish to re-order Personalised Stamps™ using the same image. You agree that if you use the same photo to re-order Personalised Stamps™, you will be bound by these terms and conditions.