

TERMS AND CONDITIONS

PRIVACY POLICY

Introduction

1. GKWA Pty Ltd regards customer privacy as an important part of its relationship with customers. This privacy policy applies to all GKWA Pty Ltd website users and conforms to Internet privacy standards.
2. If you have questions or concerns regarding this statement, you should first contact Grace Kennedy at info@manfloss.com.au.

Collection of Information

3. In order for you to use the GKWA Pty Ltd website we may require information from you in order to provide the best service possible.
4. All communications (including emails) may also be collected and stored, particularly in regard to sales, support and accounts.

Use of Collection Information

5. Any information collected from GKWA Pty Ltd customers is required in order to provide you with our products and/or services and a high level of customer service.
6. Communications are recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

7. 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 do not permanently store complete credit card details.

8. 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 info@manfloss.com.au.

Access to Collected Information

9. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at info@manfloss.com.au.

Orders

10. If you purchase a product from us, we may request certain personally identifiable information from you. You may be requested to provide contact information (such as name, email, and postal address) and 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.

Communications

11. GKWA Pty Ltd 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, the customer can request to be removed from any mailing lists by emailing us at info@manfloss.com.au. 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.

Third Parties

12. GKWA Pty Ltd may at its discretion use third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose. GKWA Pty Ltd does not share any information with third parties for any unknown or unrelated uses.

Legal

13. 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 us.

Links

14. Links on a GKWA Pty Ltd website 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 GKWA Pty Ltd.

Changes to Privacy Policy

15. If we change our privacy policy, we will post those changes to this privacy statement on our 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.

SECURITY POLICY

16. GKWA Pty Ltd uses Paypal Payment Gateway for its secure online credit card transactions.
17. Payments are fully automated with an immediate response.
18. Your complete credit card number cannot be viewed by GKWA Pty Ltd or any outside party.
19. All transactions are performed under 128 Bit SSL Certificate.
20. All transaction data is encrypted for storage within PayPal bank-grade data centre, further protecting your credit card data.
21. PayPal is an authorised third party processor for all the major Australian banks.
22. PayPal at no time touches your funds, all monies are directly transferred from your credit card to the merchant account held by GKWA Pty Ltd.

PRICING

23. Prices for our products are as follows and in Australian dollars:

Manfloss 100 metres \$24.97 (GST inc.)

Refill 50 metres \$11 (GST inc.)

Queen of Clean 100 metres \$24.97 (GST inc.)

Refill 50 metres \$11 (GST inc.)

24. Express Post (Australia Post) only, delivery 1–4 business days, fully tracked: Australia only. Freight charge \$14 per order.

25. Dental Practices to order through Henry Schein Halas:
Orders 1300 658 822 www.henryschein.com.au

 HENRY SCHEIN® | HALAS



DELIVERY POLICY

26. After ordering online, you will receive an email confirming receipt of your order within a few minutes.

27. Once payment has been confirmed we will ship your order within 3 business days of confirmation of payment.

28. A GKWA Pty Ltd representative is available to speak to you at every stage of your order, please contact us at orders@manfloss.com.au.

29. GKWA Pty Ltd will use commercially reasonable efforts to ship your order within 3 business days of confirmation of order.

REFUND & RETURNS POLICY

30. We aim to please and are proud of our premium products and their quality. If however there is a fault with a product we are happy to exchange or refund the price paid to your original payment method.

We are not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. This is when the item:

- a) has a problem that would have stopped someone from buying the item if they had known about it;
 - b) is unsafe;
 - c) is significantly different from the sample or description;
 - d) does not do what we said it would, or what you asked for and cannot be easily repaired.
31. To be eligible for a return your product must be in the same condition that you received it and in the original packaging with our receipt.
 32. To guarantee receipt of the returned items, they should be sent with a trackable shipping service. Upon receipt and inspection, if we agree there to be a fault with the item, a refund will be paid to your original payment method within 7 days. Please provide your email address to be notified of the progress of your refund or exchange.

SHIPPING

33. You will need to provide the items and their original packaging, along with the original receipt.
34. To return your product, we recommend you send by trackable shipping service to: **PO Box 4055 MYAREE 6960, Western Australia.**
35. You will be responsible for the shipping costs for returning your item. Shipping costs are not refundable. If you request an exchange, the cost of the shipping will be included.
36. Our Refund & Returns Policy is for a period of 30 days from date of purchase. No refunds or returns will be offered after this period.

QUALITY POLICY

MANFLOSS and **QUEEN OF CLEAN** products are high quality, safe and comfortable dental hygiene products that educate the user and provide exemplary plaque removal, available with an environmentally considerate refill ability.

MANFLOSS and **QUEEN OF CLEAN** dental tapes are committed to this quality policy that will ensure that its products and services fully meet the requirements of its customers. The goal of the company is to achieve a high level of customer satisfaction at all times.

The quality policy is based on 4 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers;
2. Looking at our manufacturing processes, identifying the potential for errors and taking the necessary action to eliminate them;
3. Consumer and distributor education to ensure correct flossing techniques are employed.
4. Ensure all stakeholders get it right first time, every time.

We are also committed to the following:

- Complying with the requirements of ISO9001:2015, all statutory requirements, codes of practice, industry standards, contractual requirements and MANFLOSS/QUEEN OF CLEAN Standard Operating Procedures (SOPs);
- Continuous improvement of the Quality Management System.

To ensure that the policy is successfully implemented:

- Staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements;
- Consulting with stakeholders to improve the effectiveness of the Quality Management System and reviewing the Quality Management System at least annually;

- The Quality Policy shall also be reviewed annually prior to our annual Internal Audit;
- Ensuring that all staff/distributors are trained and competent in the tasks they perform;
- Clearly understand the current and future needs and expectations of our customers and stakeholders;
- Establishing objectives that are realistic, achievable and measurable then reviewing performance against objectives in at least quarterly;
- Reports will be created quarterly and reviewed to ensure root causes of issues are determined and preventative and/or further corrective actions will be established, assigned to responsible officers and implemented;
- Making the Quality Policy available to our customers.

Revised 05/02/2018