

Privacy Policy

1. Orders

If you purchase a product or service from ROEBUCK-JONES AND ASSOCIATES PTY LTD ACN 161 597 744 ABN 20 161 597 744, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, email, and postal address) ROEBUCK-JONES AND ASSOCIATES PTY LTD uses PayPal, all financial information is contained within this entity and is not stored by ROEBUCK-JONES AND ASSOCIATES PTY LTD

We use this information for billing purposes only and to fill your orders. If we have difficulty processing your order, we will use this information to contact you.

Please read this policy carefully before using the Membership Site and Secret Facebook Group. Use of this website indicates acceptance of these “Terms of Use” and forms a binding agreement between you and ROEBUCK-JONES AND ASSOCIATES PTY LTD. If you do not agree to these terms, do not use this website.

2. Communications

ROEBUCK-JONES AND ASSOCIATES 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, they can request to be removed from any mailing lists by emailing our Customer Service team at support@elizabethroebuckjones.com or selecting the opt out information at the base of all emails

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.

3. Third Parties

ROEBUCK-JONES AND ASSOCIATES PTY LTD may at its discretion use other third parties to provide essential services on this website or for business processes. We may share your details as necessary for the third party to provide that service. Third parties are prohibited from using your personally identifiable information for any other purpose.

ROEBUCK-JONES AND ASSOCIATES PTY LTD does not share any information with third parties for any unknown or unrelated uses.

4. Legal

ROEBUCK-JONES AND ASSOCIATES PTY LTD reserves 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.

5. Links

Links on the ROEBUCK-JONES AND ASSOCIATES PTY LTD site to external entities are not covered within this policy. The terms and conditions set out in this statement only cover the domain name of elizabethroebuckjones.com

6. Changes to Privacy Policy

If ROEBUCK-JONES AND ASSOCIATES PTY LTD 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.

7. Payment Policy

ROEBUCK-JONES AND ASSOCIATES PTY LTD uses the PayPal Payment Gateway for its online credit card debit card and bank transfer transactions. PayPal processes online transactions for thousands of Australian and International merchants, providing a safe and secure means of collecting payments via the internet. PayPal provides a safe and secure way of transacting with all bank account credit or debit card account details secured.

Payments are fully automated with an immediate response.

- Your complete credit card number, debit card number or bank account number cannot be viewed by ROEBUCK-JONES AND ASSOCIATES PTY LTD or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within PayPal's bank-grade data centre, further protecting your credit card debit card and bank account data.
- PayPal is an authorised third party processor for all major Australian and International banks.
- PayPal provides you with an account to manage your funds; all funds are directly transferred from your account to the merchant account held by ROEBUCK-JONES AND ASSOCIATES PTY LTD.

For more information about PayPal and online credit card debit card and bank account payments, please visit [PayPal.com](https://www.paypal.com)

8. Delivery Policy

Physical Goods

After purchasing online, ROEBUCK-JONES AND ASSOCIATES PTY LTD will send you an email confirmation from elizabethroebuckjones.com containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your goods via Australia Post within 24 hours; however if goods are unavailable or out of stock, delivery will take longer. If you wish to query a delivery please contact our Customer Service team via email support@ElizabethRoebuckJones.com

Digital Goods

After purchasing online, ROEBUCK-JONES AND ASSOCIATES PTY LTD will send you an email confirmation from [elizabethroebuckjones.com](https://www.elizabethroebuckjones.com) containing your order details (if

you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your software/license/access code via email or a link, within 24 hours. If you wish to query a delivery please contact our Customer Service team via email support@elizabethroebuckjones.com

9. Refund and Returns Policy

If for any reason you are not completely satisfied with your purchase ROEBUCK-JONES AND ASSOCIATES PTY LTD affords you a 30 day money-back guarantee from the time you receive physical goods. Electronic goods, due to their downloadable nature, are not eligible for refund. For online courses you will need to demonstrate use and participation to qualify for a refund. Please email our Customer Service team at support@elizabethRoebuckJones.com within the 30 day time period if you are not satisfied with your purchase, so that we can address your concerns.

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 purchaser. We recommend that you return the product via registered post requiring signatures and with tracking. All return postage costs must be pre-paid. You assume any risk for lost, stolen or damaged goods during transit; therefore we advise you also purchase insurance and track the delivery with your postal carrier. ROEBUCK-JONES AND ASSOCIATES PTY LTD is not responsible for parcels lost or damaged in transit if you choose not to insure. Please see the Membership Site Terms of Service for more information about the Membership Site guarantee.

10. Questions

If you have any enquiries regarding the policies published on this website page and the payment services offered by ROEBUCK-JONES AND ASSOCIATES PTY LTD via this website elizabethRoebuckJones.com please email our Customer Service team at support@elizabethRoebuckjones.com