

## **Detailed Description of Products, Shipping Policy and Refund Policy**

### **Printed Material**

These include –

- **Picture books, guide books and other literature.**

Good News series (Flipcharts -A3 size- 420 x 297mm, Booklets A5 size- 210 x 148mm & Pocket Books A7 size- 105 x 74mm)

Look Listen & Live series (Flipcharts, Booklets & Pocket Books)- same sizes as above

The Living Christ (Loose pages in a pack) A4 size 297mm x 210mm and contains 120 pictures plus 19 other pages

- **Scripts**
- **Printed and bound Books**

**All printed Material at GRN attract prices as depicted in the price list The weight of each item is also given in the price list.**

### **Postage / Delivery Charges -**

Once the shopping cart is operational, the Total value of the order for Printed Material from GRN including the shipping cost will be automatically calculated based on size of parcel, weight and destination.

GRN usually uses Australia Post for delivering orders within Australia using Road Transport and Inter Parcel or a reputed courier for dispatch of parcels of printed material to addresses overseas.

Goods weighing up to 5KG are dispatched in satchels subject to the goods fitting in to the satchel.

Goods weighing above 5KG and up to 20KG are dispatched as parcels

It is recommended you place your order for printed material and request GRN to submit a quote for the cost of postage for your order. This approach would ensure you are informed of the cost of postage prior to your making payment for the order and it would support smooth dispatch.

GRN will ship your goods within 03 working days of receipt of payment for the order

Goods ordered could also be collected from GRN Office in Prospect whereby you could avoid the cost of postage.

Delivery dates may vary based on destination

### **Audio content loaded on MP3 players.**

Audio content that could be loaded to a Megavoice player or any other MP3 Player are categorized as;

- **Megavoice Licensed Recordings**

Megavoice Licensed Recordings include Full Bibles, New Testament, Story of Jesus, Jesus Film Audio, God's Story and other recordings.

All these attract a license fee payable to Megavoice Australia as described below.

Full Bible -\$7, New Testament \$5, Story of Jesus \$1, Jesus Film Audio \$1, Gods Story \$5

- **GRN and other Recordings**

GRN and other Recordings include selected Full Bibles, Bible stories, songs, evangelical messages and other Christian audio material.

No license fee is payable to avail of any GRN and/or other recording.

Audio content is loaded to MP3 type players produced by Megavoice in two models namely Envoy 2 "S" and Ember.

The Envoy 2 "S" has a capacity of 4 GB and the Ember has a capacity of 8GB.

GRN and other recordings can be loaded to Megavoice players

Audio content of GRN and others can also be loaded to Kulumi Players which come in two models The Kulumi X and The Kulumi-mini.

Accessories such as Battery Chargers (Australian plug in) \$10 each and Ear Phones (Budds) \$5 each could also be ordered.

### **Cost of postage for MP# players;**

GRN has a policy of dispatching Megavoice players or Kulumi Players loaded with audio content on receipt of payment in full for the order.

GRN enforces a postage flat fee of \$10 for each address to which, Megavoice or Kulumi Players are dispatched within Australia.

Currently, GRN does not accept orders for dispatch of loaded or unloaded Megavoice or Kulumi Players to any overseas address as there are restrictions placed by parcel carriers due to the Lithium batteries in the players.

A mix of Printed Material and Audio content in MP3 players could be ordered under the same order if the order is to be delivered within Australia.

### **Refunds and Returns Policy**

GRN Australia offers a 30- day money-back guarantee from the time you receive the goods. If for any reason you are not completely satisfied with your purchase, please contact us so we can resolve any problems.

Products must be returned in original condition at your own cost.