



Privacy Policy

This following document sets forth the Privacy Policy for our website.

Aussie Ebike is committed to providing you with the best possible customer service experience. Aussie Ebike is bound by the Privacy Act 1988 (Crh), which sets out a number of principles concerning the privacy of individuals.

Collection of your personal information

There are many aspects of the site which can be viewed without providing personal information, however, for access to future Aussie Ebike customer support features you are required to submit personally identifiable information. This may include but not limited to a unique username and password or provide sensitive information in the recovery of your lost password.

Sharing of your personal information

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the service. Aussie Ebike takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Use of your personal information

For each visitor to reach the site, we expressively collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

Changes to this Privacy Policy

Aussie Ebike reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the Site.

Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Aussie Ebike reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

Terms & Conditions

By ordering, purchasing online of product from our EARTH electric bike website, you have agreed to the terms and conditions as follows;

Order & Purchase

All orders/purchases can be made via our website or you can call in to your nearest EARTH electric bike dealer. No registration is required to order/purchase online. Once you have purchased the product online, an email with details of your online order will be sent within 24hrs. Should you wish to have the bike picked up from your nearest EARTH electric bike dealer or your local bicycle shop, please contact us on 1300 366 008 or email us at info@earth-ebikes.com.

Payments:

We accept credit card payments for Visa, Mastercard, Paypal and Bank EFT.

All online prices include GST.

Online Purchase Security Safety

Your financial details are passed through a secure server using the latest 128-bit SSL encryption technology when purchasing from EARTH electric bikes.

Note: Aussie Ebike reserves the right to make, amend any changes and modifications to our Aussie Ebike Website and including these Terms and Conditions without any notice.

All orders and purchases made prior to the revised Terms and Conditions will not be affected.

Freight , Shipping and Delivery

All online purchase orders will be dispatched via our nominated transport company. All orders online are processed and dispatched from our Melbourne warehouse within 1-2 working days.

Once your order is dispatched the courier/transport company will deliver the order and may take 3-7 working days. (Regional areas and some remote areas will require additional day(s) delivery time.)

Free Delivery does not apply to sale items unless stated. Regional and remote areas will incur extra costs.