

SAFE & SECURE PAYMENT POLICY

At Global Cleaning Supplies, we are committed to providing a secure and seamless payment experience for our customers. This Safe & Secure Payments Policy outlines the measures we take to protect your transactions and ensure compliance with Australian laws, including the Competition and Consumer Act 2010 (Cth) and the Privacy Act 1988 (Cth).

2. Accepted Payment Methods

To provide convenience and flexibility, we accept the following payment methods:

- Credit and debit cards (Visa, Mastercard, American Express)
- PayPal
- Bank transfers (EFT)
- Cash payments (for in-store purchases only)
- Other payment methods as specified at checkout

3. Secure Payment Processing

We use industry-standard security protocols to ensure the confidentiality and integrity of your payment data:

- All online transactions are encrypted using **Secure Socket Layer (SSL) technology**.
- Credit card payments are processed through **PCI-DSS compliant** payment gateways.
- No credit card details are stored on our servers.

4. Fraud Prevention & Verification

To protect our customers from fraud, we may implement additional security measures, including:

- Requiring **two-factor authentication (2FA)** for certain transactions.
- Performing identity verification on high-value or suspicious transactions.
- Partnering with trusted fraud prevention services to detect fraudulent activities.

5. Refunds & Chargebacks

- Customers are entitled to refunds in accordance with Australian **Consumer Guarantee Rights**.
- If a charge appears fraudulent or unauthorised, customers should contact us and their financial institution immediately.

- Chargeback requests will be handled in compliance with applicable regulations and our **Refund & Returns Policy**.

6. Privacy & Data Protection

- Customer payment information is handled in compliance with the **Privacy Act 1988 (Cth)** and our **Privacy Policy**.
- We do not share your payment details with third parties except as required to process transactions.

7. Changes to This Policy

Global Cleaning Supplies reserves the right to modify this policy at any time.

For further inquiries, please contact our customer service team at info@globalcleaningsupplies.com.au