



treetops colour harmonies

treetops
colour harmonies
www.treetopscolours.com.au
info@treetopscolours.com.au
Treetops Enterprises Pty Ltd t/a
Treetops Colour Harmonies
abn 20 088 335 237
6 Benwee Road Floreat
Western Australia 6014
phone +61 8 9387 3007
fax +61 8 9387 1747

how to order

You can easily email, fax, or phone us an order. We do not have separate secure on-line ordering at this point in time. However, if you click on the [order](#) link, this will bring up your email program so that you can email us an order. You will need to include the following details in your email to us:

1. List products you want to purchase

- a. amount of product you wish to purchase (ie 250 gms)
- b. product name (ie tussah silk tops, silk hankies....)
- c. name of colour - it is a good idea to list some options for colour substitutions in case we are out of stock and you don't want to wait.

2. Include your details 1. Name 2. Address 3. Town 4.State 5. Country (if applicable) 6. Post code 7. Phone number 8. Mobile number (optional) 9. Email address

3. Choose method of shipping -

- a. **airmail** within Australia this takes 3-7 days or internationally usually 10-15 days.
- b. **express post** - 2 or 3 day service. overnight service is only offered when both parties are inside the CBD (Treetops is located outside the CBD). express post satchels are as follows:
 1. 500gm = \$8.40 (this satchel can only hold 250gm of wool because it is so bulky)
 2. 3kg = \$11.70 (can hold up to 750gms of wool or 3 kgs of silk).
 3. **SPECIAL 5kg EXPRESS EXTRA LARGE SATCHEL** = \$14.00 (can hold up to 2.4 kg of wool or 3 kg of silk)

For postage rates within Australia, check with the AustraliaPost website:
<http://www1.auspost.com.au/pac/>.

International postage rates are shown in the table below.

4. Payment options

When you place your order an invoice will be sent with the goods and payment is expected within 7 days upon receipt of the goods. You have the following options to choose from:

- a.) **cheque or money order** - send in Australian dollars.
- b.) **direct deposit via EFT or Telegraphic Transfer** - payment within Australia can be made directly in our account using electronic funds transfer (EFT) (internet banking). Overseas clients can make payment via Telegraphic Transfer. Please contact us for the account details. Please note that any incoming bank fees incurred will be paid by Treetops. All outgoing bank fees are payable by client. **Please note** that outgoing charges may include intermediate bank fees charged as part of the funds transfer process. These fees generally do not become apparent until we receive payment and often amounts to A\$15-A\$20.
- c.) **credit card - phone, fax or email us your card details.** Treetops accepts payment by Visa, MasterCard and Bankcard. Please supply the following information: i) type of card, ii) name on card, iii) card number and iv) expiry date. Emailing your credit card details if you are emailing us an order and want to pay by credit card, please send the first eight digits in one email, and the remainder and expiry date in a second one.

5. Quantity discounts - quantity discounts are available for purchases over A\$500, please inquire for details.

6. International clients

Australian GST - please be sure and access our 'export price' list the GST component has been removed for export clients. We are happy to ship overseas. We highly recommend using a credit card for payment, this way the exchange rates are taken care of automatically on the day of the transaction. We request payment prior to shipment, unless alternative arrangements are agreed in advance.

Duty and custom fees - any duty and/or customs fees incurred are payable by client.

7. Our contact details

Treetops Colour Harmonies
 Nancy and Mark Ballesteros
 6 Benwee Rd.
 Floreat, WA 6014
 Western Australia.
 Phone +61 8 9387 3007
 Fax +61 8 9387 1747
 email: nancy@treetopscolors.com.au

Visits to our studio are welcome by appointment (9 - 4 Monday to Friday), please.

INTERNATIONAL POSTAGE RATES

AIRMAIL (up to 2 weeks delivery time)				
	ZONE A NZ	ZONE B Asia/Pacific	ZONE C USA/Canada/Middle East	ZONE D Rest of the World
Standard and Large Letters up to 500gm				
Per Item	\$0.61	\$0.66	\$0.70	\$0.78
PLUS per gram	\$0.0119	\$0.0142	\$0.0200	\$0.0220
Parcels up to 2 Kg				
Per Item	\$2.72	\$2.73	\$2.74	\$3.31
PLUS per gram	\$0.0141	\$0.0185	\$0.0229	\$0.0273
Parcels over 2 Kg up to 20 Kg				
Per Item	\$15.31	\$19.67	\$19.59	\$20.15
PLUS per gram	\$0.0074	\$0.0096	\$0.0137	\$0.0182
EXPRESS COURRIER INTERNATIONAL				
	ZONE A NZ	ZONE B Asia/Pacific	ZONE C USA/Canada/Middle East	ZONE D Rest of the World
Per Item	\$35.91	\$37.54	\$39.30	\$40.23
PLUS per gram	\$0.0084	\$0.0118	\$0.0152	\$0.0183

Example: for a 800 gm parcel going to Europe (Zone D) it would cost \$3.31+ (800*\$0.0273)=\$25.15