

# NCHA Website Policies

## 1 PRIVACY POLICY

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We take privacy very seriously, the only information we collect is your login name, as we are using an external site for payments we do not collect any of your credit card or address details. Any incidental meta-data is not stored permanently and is not passed on to any third party.

## 2 REFUNDS POLICY

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We offer refunds in accordance with Australian laws outlined at:

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>

We do not offer refunds for change of mind or if the item is in the wrong size.

## 3 DELIVERY AND CREDIT CARD DETAILS

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Whilst the external site allows a user to enter these details for the purposes of payment processing and delivery of goods, [videos.ncha.com.au](https://www.videos.ncha.com.au) does **not** store or pass any of these details on at all.

## 4 CONTACT & DETAILS

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If you have any questions or concerns, please contact us at [admin@ncha.com.au](mailto:admin@ncha.com.au)