

RossCo - QUESTIONS & ANSWERS:

Our ref: RossCoWebsiteQ&A

Dated: August 2012

PAYMENT OPTIONS:

Q1: Can I pay by cheque, Direct transfer, Credit Card or PayPal?

A: On-Line by Credit Card Only - Mastercard or Visa only. Your card will be charged in Australian Dollars. You can also Email, Telephone or Fax us to place an order for the CD. Contact details at Q17: below. Digital files (mp3) are available only as downloadable files off the RossCo website.

Q2: When do I get charged for my order?

A: *Credit Card:* We charge your credit card just prior to processing your order and only after checking the item is in stock and your order can be fulfilled.

Q3: I notice on my credit card account that I am charged for the RossCo CD by Adorabella. Who is Adorabella?

Adorabella Pty Ltd are wholesalers and distributors and have been conducting business for over 30 years selling into hundreds of stores across Australia. Adorabella Pty Ltd has been engaged by RossCo to act as his distributors for CDs & music sold from the RossCo website.

Q4: I notice on your website that you use e-path as your on-line payment gateway. Is this secure?

A: Adorabella Pty Ltd engages e-path as our payment gateway, the most secure method to make credit card payments on-line as your credit card and identity details are not permanently stored in some database, storage device or network somewhere. Furthermore, Adorabella Pty Ltd does not handle your credit card data online via our website ensuring added security. The e-path gateway is PCI DSS compliant and fully protected by THAWTE SSL (Secure Socket Layer) and also complies with CDU (Critical Data Unplugged), a new initiative born from police and law enforcement advice the world over on how to achieve the ultimate security for critically sensitive data transmitted via the internet.

You can also play an important role in keeping your personal information secure e.g user name and password, by not sharing that information with friends or anyone else.

RETURNS & REFUNDS:

Q5: Can I make a return and get an exchange, replacement or refund?

A: For items purchased from the RossCo website you will need to return the CDs along with proof of purchase directly to Adorabella Pty Ltd at the following address:

Adorabella Pty Ltd, PO Box 2634, BOWRAL, NSW, 2576, Australia

If purchased through an Adorabella Stockist you must return your CD to that Stockist along with your sales receipt as proof of purchase.

For information on our *Returns & Refunds Policy* click on that link under **Helpful Information** at the RossCo Homepage Footer.

PAYMENT PROCESSING, ORDER PROCESSING & DELIVERY TIMES:

Q6: How long after my payment is processed will it take to receive my order?

A: *Payment processing* takes place 1-5 days after you place your order.

Order Processing takes place within 1 day after Payment Processing as we do not process your card until we are about to process your order. The reason for the delay in processing your card until just prior to processing your order is simply one of fairness as we don't believe we should process your card, hold your funds for days before we can commence processing your order.

Delivery can take between 1-10 business days (after processing your order) depending on where you live in the world. Your CDs are sent via Australia Postal Service.

CHANGING OR CANCELLING ORDERS:

Q7: I want to increase my order - how can I do that?

A: Best to contact customer service @ music@adorabella.com.au or T: (Int). +612 4871 2766 or in Australia (02) 4871 2766 and inform your initial order number. If the initial order has not shipped we can join your addition to your original order.

Q8: I want to cancel my order - how can I do that?

A: As above in Q6, however if your order has shipped it is not possible to cancel.

Q9: I want to change the address to where my CD is delivered - how can I do that?

A: As above in Q6, however if your order has shipped it is not possible to change the delivery address - except for future orders & deliveries.

Q10: Who do I contact if I have any irresolvable issues?

A: Contact Adorabella who administer the RossCo Website:

E: music@adorabella.com.au. We will reply ASAP - usually within 24 hours OR by telephone:

T: International calls (outside Australia) +612 4871 2766 Eastern Standard time (+10 GMT) East Coast of Australia 9:30am - 5:30 pm M-F.

T: In Australia call (02) 4871 2766

Please have your order number handy.

F: International calls (outside Australia) +612 4871 2799

F: In Australia: 02 4871 2799

Please indicate your order number. We will endeavour to reply within 24 hours to Fax inquiries.

End.