



TERMS & CONDITIONS

Zepter World Australia Pty Ltd

Last Updated: 05/12/2026

Welcome to the website operated by Zepter World Australia Pty Ltd (“Zepter”, “we”, “our”, or “us”). These Terms & Conditions govern your access to and use of our website, products, services, and all purchases made through our online store.

By accessing the website, creating an account, or placing an order, you acknowledge that you have read, understood, and agreed to be legally bound by these Terms. If you do not agree with these Terms, you should discontinue use of the website immediately.

1. Company Information

This website is owned and operated by:

Zepter World Australia Pty Ltd

ABN: 13 629 823 089

Registered Address: 26-28 Shields Street, Cairns City Queensland 4870, Australia

Email: zelgajic@zepter.at

Phone: 0415 355 808

Website: Zepter Australia

2. Use of the Website

By using this website, you confirm that you are legally capable of entering binding agreements under applicable law.

You agree to use the website lawfully and in a manner that does not interfere with its security, functionality, or operation.

We reserve the right to suspend or restrict access to the website or user accounts where we reasonably believe that fraudulent activity, misuse, unauthorized access, or violations of these Terms have occurred.

3. Products and Product Information

We strive to ensure that all product descriptions, specifications, pricing, images, and availability information displayed on the website are accurate and up to date. However, errors may occasionally occur, and we reserve the right to correct inaccuracies, update information, or discontinue products without prior notice.



Certain products sold through the website may relate to wellness, nutrition, water filtration, air purification, light therapy, cosmetics, or personal care. Information provided on the website is intended for general informational purposes only and should not be interpreted as medical advice or as a substitute for professional healthcare consultation.

Unless expressly stated otherwise, Zepter products are not intended to diagnose, treat, cure, or prevent disease.

4. Orders and Acceptance

All orders placed through the website constitute an offer to purchase products subject to acceptance by Zepter.

After placing an order, you will receive an order confirmation email acknowledging receipt of your order. Acceptance of the order occurs only once payment has been successfully processed and the products have been dispatched.

We reserve the right to refuse, limit, or cancel any order where we reasonably believe that:

fraudulent activity may be involved;

pricing or technical errors have occurred;

products are unavailable;

resale or bulk purchasing restrictions are being violated; or

the order otherwise breaches these Terms.

If an order is cancelled after payment has been processed, an appropriate refund will be issued using the original payment method where possible.

5. Pricing, GST, and Payments

All prices displayed on the website are in Australian Dollars (AUD) and, unless otherwise stated, include applicable Goods and Services Tax (GST).

Shipping charges, customs duties, import taxes, and other governmental fees may apply depending on the delivery location and are the responsibility of the customer unless expressly stated otherwise.

We reserve the right to amend pricing, promotional offers, product availability, or specifications at any time without prior notice.

Payment must be successfully completed before products are dispatched. We may use third-party payment processing providers and reserve the right to delay, suspend, or cancel transactions where payment verification or fraud screening procedures require additional review.

6. Shipping and Delivery



Delivery timeframes provided on the website are estimates only and are not guaranteed. Delays may occur due to carrier disruptions, customs processing, stock availability, remote delivery locations, public holidays, or circumstances beyond our reasonable control.

Additional shipping charges may apply for oversized items, remote regional areas, or international deliveries.

Risk in the products passes to the customer upon delivery to the nominated delivery address. Ownership of products transfers only after full payment has been received.

Customers are responsible for inspecting products promptly upon delivery and notifying us within a reasonable period if products arrive damaged, incomplete, defective, or incorrect.

7. Returns, Refunds, and Consumer Guarantees

Our returns and refund procedures are governed by both our internal policies and applicable Australian Consumer Law.

Where products experience a major failure or do not meet statutory consumer guarantees, customers may be entitled to repair, replacement, refund, or compensation in accordance with the Australian Consumer Law.

For change-of-mind returns, products may be eligible for return provided that they remain unused, unopened, in original packaging, and accompanied by proof of purchase. Certain categories of products, including hygiene-sensitive items, consumables, personalized products, or clearance items, may not be eligible for change-of-mind returns.

Unless otherwise required by law, return shipping costs associated with change-of-mind returns remain the responsibility of the customer.

Nothing in these Terms excludes, restricts, or modifies any rights available under the Australian Consumer Law.

8. Warranty

Selected Zepter products include manufacturer warranties which may vary depending on the product category and intended use.

Warranty coverage does not extend to damage resulting from misuse, unauthorized modification, improper maintenance, accidental damage, commercial misuse, or normal wear and tear.

To process a warranty claim, customers may be required to provide proof of purchase, product serial numbers, photographs, or allow product inspection where reasonably necessary.

Additional warranty terms may be provided with specific products or published separately on the website.

9. User Accounts



Customers may create an account to access certain website features, manage purchases, or participate in loyalty or membership programs.

You are responsible for maintaining the confidentiality of your account credentials and for all activities conducted through your account.

We reserve the right to suspend, restrict, or terminate accounts where false information is provided, suspicious activity is detected, payment disputes arise, or these Terms are breached.

10. Promotions and Discount Codes

From time to time, we may offer promotional campaigns, discount codes, referral programs, memberships, or loyalty benefits.

Promotions are subject to availability and may be withdrawn, modified, or restricted at our discretion. Unless expressly stated otherwise, promotions cannot be combined with other offers.

We reserve the right to cancel transactions or revoke promotional benefits where misuse, abuse, or unauthorized exploitation of promotional systems is identified.

11. Intellectual Property

All content available on the website, including trademarks, logos, graphics, product descriptions, photographs, videos, software, branding materials, and website design, is owned by or licensed to Zepter World Australia Pty Ltd and is protected under applicable intellectual property laws.

No content from the website may be copied, reproduced, distributed, modified, published, or commercially exploited without prior written consent.

12. Privacy

We are committed to protecting your privacy and handling personal information responsibly.

Personal information collected through the website is processed in accordance with applicable Australian privacy legislation, including the Privacy Act 1988 (Cth), and our Privacy Policy.

By using the website, you consent to the collection, storage, and processing of your information as described in our Privacy Policy.

13. Limitation of Liability

To the maximum extent permitted by law, Zepter World Australia Pty Ltd excludes liability for indirect, incidental, consequential, or special damages, including loss of profits, business interruption, loss of opportunity, or data loss arising from use of the website or products.

Where liability cannot be excluded by law, our liability is limited to the maximum extent permitted under applicable legislation.



Nothing in these Terms excludes or limits any rights or remedies that cannot legally be excluded under the Australian Consumer Law.

14. Force Majeure

We are not responsible for delays or failures resulting from events beyond our reasonable control, including natural disasters, pandemics, government restrictions, transportation disruptions, cyberattacks, utility failures, labor disputes, or supply chain interruptions.

15. Amendments to These Terms

We reserve the right to amend or update these Terms at any time. Updated versions will be published on the website together with the revised "Last Updated" date.

Continued use of the website following publication of updated Terms constitutes acceptance of those changes.

16. Governing Law

These Terms are governed by the laws of Australia.

Any disputes arising in connection with these Terms, the website, or purchases made through the website shall be subject to the exclusive jurisdiction of the courts of Australia.

17. Contact Information

For questions regarding these Terms & Conditions, please contact:

Zepter World Australia Pty Ltd

Email: zelgajic@zepter.at

Phone: [0415 355 808](tel:0415355808)

Address: 26-28 Shields Street, Cairns City Queensland 4870