

TERMS OF SERVICE

Last Updated: June 2026 (As of June 2026)

Welcome to **The Curious Leader** website (the "Site"). This website is operated by **The Curious Leader Consulting Group**. Throughout the site, the terms "we", "us" and "our" refer to The Curious Leader. We offer this website, including all information, tools, and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies, and notices stated here.

By visiting our site and/or purchasing a product from us, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms"), including those additional terms and conditions and policies referenced herein and/or available by hyperlink.

These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services.

SECTION 1 – ONLINE STORE TERMS & PRODUCT ASSEMBLY

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence.

Our products, including our leadership card boxes, are independently designed, produced, printed, hand-assembled, and distributed by us. Minor variations in structural finish, alignment, and trimming may occur as a natural byproduct of our boutique production process.

SECTION 2 - PRICING AND PAYMENTS

All prices listed on our Site are in **Australian Dollars (AUD)** and are inclusive of GST (where applicable). Payment must be made in full via our authorised payment gateways before any order is packaged, processed, or dispatched. We reserve the right to alter pricing at any time without notice.

SECTION 3 - SHIPPING & ORDER PROCESSING

All orders are processed and packed within **3 to 5 business days**. If we experience a high volume of orders, processing times may extend, and we will notify you of any major delays via the email address provided at checkout.

Domestic Shipping (Within Australia)

Domestic parcels are shipped using the **Australia Post Parcel Service**. Estimated shipping times generally range between **2 to 6 business days**. Flat-rate shipping tiers are automatically applied at checkout based on volume:

- 1 box: \$13.00 AUD
- 2 boxes: \$18.00 AUD
- Up to 6 boxes: \$23.00 AUD
- Up to 10 boxes: \$27.00 AUD

International Shipping

International orders are shipped via **Australia Post Standard** or **Economy Air**, taking **4 to 15+ business days** depending on the destination (contact us for alternative delivery option). Standard shipping tiers apply as follows:

- **New Zealand:** \$22 (1 box), \$30 (2 boxes), \$45 (up to 4 boxes), \$75 (up to 10 boxes)
- **USA / Europe:** \$33 (1 box), \$51 (2 boxes), \$75 (up to 4 boxes)
- **Singapore:** \$27 (1 box), \$41 (2 boxes), \$62 (up to 4 boxes)

Bulk Orders: For orders exceeding 10 boxes, or for customised alternative shipping arrangements, you must contact us directly at hello@thecuriousleader.com.au before purchasing.

SECTION 4 - INTERNATIONAL CUSTOMS, DUTIES, AND TAXES

If you order products from our Site for delivery outside of Australia, your shipment may be subject to import duties, customs tariffs, and local taxes levied by the destination country once the package arrives.

The Curious Leader is **not** responsible for these charges. All additional fees imposed during or after shipping are the sole responsibility of the customer (the importer of record). We recommend contacting your local customs office for specific details before placing an order.

SECTION 5 - NO CHANGE-OF-MIND RETURNS & REFUNDS

Please choose carefully. Because our leadership card boxes are custom-produced and hand-assembled by us, **we do not offer returns, exchanges, or refunds if you change your mind**, make an error in your order, or find that the product does not suit your subjective needs.

Special Circumstances: Refunds or cancellations for change of mind are granted entirely at our absolute discretion and will only be considered under extreme, unusual administrative circumstances. Any approved discretionary refund may incur an administrative processing fee to cover non-refundable transaction merchant charges.

SECTION 6 - CONSUMER GUARANTEES & DAMAGED IN TRANSIT

Our products come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Products Damaged or Lost in Transit

We accept our legal duty under the ACL to ensure your goods arrive safely and undamaged. If your product arrives structurally damaged or broken, it fails the guarantee of acceptable quality.

What you must do:

1. Do **not** attempt to file a claim directly with Australia Post or the courier service.
2. Save **all** original packaging materials, mailing satchels, and the damaged goods.
3. Contact us strictly within **48 hours** of delivery confirmation at hello@thecuriousleader.com.au.
4. Provide your order number along with clear, clear-focus photographic evidence of the damaged product and the exterior delivery packaging.

Upon verifying the transit damage, we will arrange for a replacement item to be shipped to you at our expense, or issue a full product refund, and we will initiate the recovery claim with the courier service internally.

SECTION 7 - INTELLECTUAL PROPERTY

All content included in our leadership card boxes, text, graphics, logos, card designs, frameworks, and digital layouts is the exclusive intellectual property of The Curious Leader. You agree not to copy, reproduce, duplicate, resell, or exploit any portion of our products or designs without explicit written permission from us.

SECTION 8 - GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of **Victoria, Australia**.

SECTION 9 - CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at **hello@thecuriousleader.com.au**.