

# **Policies and Terms & Conditions**

## **Code of Conduct**

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This code sets out principles and behaviors that the Indian Heritage Community reasonably expects from buyers and sellers.

### **Basic Principles**

The Community expects buyers and sellers to:

- Conduct themselves honestly and in good faith at all times.
- Comply with all laws.
- Comply with Indian Heritage's Terms and Conditions.

### **Sellers agree to:**

- Describe items fully and accurately and answer questions promptly.
- Respond to questions and emails as soon as possible, and within 24 hours.
- Ensure items are shipped as soon as possible, and within a week of receiving orders, unless otherwise indicated in the listing or agreed by both parties.
- Not to subsequently spam previous buyers.

### **Buyers agree to:**

- Respond to emails as soon as possible, and within two working days.
- Not to place negative feedback without making best endeavors to resolve issues through emails first.
- Not to subsequently spam previous sellers.

## **Want further assistance?**

Available 09:00 AM - 07:00 PM, Mon - Sat

We aim to respond within 1-2 days  
email us at: [help@indianheritage.com.au](mailto:help@indianheritage.com.au)

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