

Policies and Terms & Conditions

Services Listing Policy

1. General

1. If a customer accepts a Service, arrangements to carry out the Member Service will be formed between the advertiser and the Customer. Indian Heritage does not act as an agent for either party to the arrangement and resulting transaction.

2. Terminology

1. 'Service Advertiser' means a member advertising in the Services Category;
2. 'Member Service(s)' means a trade or business service that has been advertised by an Indian Heritage member in the Services Category.

3. Your obligations as an advertiser in the Services Category

1. Service Advertisers must be located in, and only offer Member Services within, Australia.
2. You must not place multiple listings for the same Member Service.
3. When advertising a price for a Member Service, you must list prices and fees in Australian dollars and include GST in the price. All tax obligations are the responsibility of the advertiser and/or member using the Member Service (as the parties determine).
4. You may list your phone number within the contact details on the listing.
5. Your listing may only contain a URL for a website that contains further information on the Member Service you have listed.
6. You will only enter listings that are accurate, current, complete, and include all relevant information about the Member Services provided. You must list Member Services in the most appropriate category.
7. You agree to your email address being supplied to the member enquiring about Member Services advertised.
8. You must promptly respond to queries received by members in relation to Member Services advertised.
9. You agree not to post, or to encourage or procure others to post, ratings and/or comments about advertised Member Service(s), which are untrue, inaccurate or misleading.

4. Your obligations as a user of Member Services

1. By engaging with an advertiser to receive advertised Member Services, you warrant and represent that you have the legal right to enter into and complete the transaction.
2. You agree to your email address being supplied to the Service Advertiser when you enquire about Member Services listed in an advertisement.
3. All payment arrangements are between the advertiser and the member using the advertised Member Services.

5. Ratings and Comments on Service Advertisers

1. Indian Heritage provides the ability for customers to post comments and ratings on the performance of Service Advertisers who they have entered into transactions with.
2. In posting ratings and/or comments, you warrant that
 1. You are or have been a customer/client of the Service Advertiser in question;

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2. The comment/rating relates to a specific transaction relating to the provision of Member Services advertised on Indian Heritage;
 3. The statements of fact reflected in the ratings and/or comments posted by you are true or not materially different from the truth;
 4. The opinions reflected in the ratings and/or comments posted by you are genuine and honestly held by you;
 5. You will not use obscene or offensive language or submit any material that is, or may potentially be, defamatory, abusive or hateful, an invasion of anyone's privacy, harmful to other users, harmful to Indian Heritage or encourages conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any legislation;
3. Irrespective of any monitoring of ratings, comments or other content on the Website which Indian Heritage undertakes, Indian Heritage shall not be responsible for screening, editorial, or other control over ratings, comments or other content and you acknowledge that the Website may include material that could be deemed distasteful, misleading, inaccurate, offensive, or otherwise objectionable.
 4. Indian Heritage assumes no responsibility or liability for the preservation of content on the Website and may modify or remove it at its sole discretion.
 5. Indian Heritage does not necessarily endorse, support, sanction, encourage, verify or agree with the ratings and/or comments posted by users of the Website.

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

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