

[Skip to main content](#)

Site search

Search:

- [Home](#)
- |
- [Contact us](#)
- |
- [Site map](#)

• [\*\*Energy and Earth Resources\*\*](#)

- 
- 

- [Home](#)
- [Earth Resources](#)
- [Energy](#)
- [About us](#)
- [Contact Us](#)

*Delivering a thriving, innovative, responsible earth resources sector*

**earth resources online store**

- [Store Home](#)
- [Fact sheets and guides](#)
- [Digital data](#)
- [Maps](#)
- [Reports](#)
- [Magazines](#)

- 
- 
- 

You are here: [Earth Resources](#) >> [Earth Resources Online Store](#)



[My Account](#) - [Login](#) | [View Cart](#) | [Checkout](#) | [Terms and Conditions](#)



# Terms and Conditions of Sale

## Product Availability

We make every effort to ensure all listed items are available for immediate shipping; however, occasionally a product listed may be out of stock. In this case we may need to specifically produce an item, or procure an item from other sources. If shipping will be unduly delayed, we'll advise you of the expected delivery time.

## Returns policy

Our policy is to credit or exchange products where an error in processing has occurred. Damaged or defective items will be replaced free of further charges.

## Cancelling online orders

You may cancel all or part of your online order, provided you contact us before you receive the email notification that your order has been despatched.

Please email  [erd\\_info@dsdbi.vic.gov.au](mailto:erd_info@dsdbi.vic.gov.au) and include your order number.

## Delivery time


Hardcopy maps, reports and CD/DVD data packages may take up to 30 days to be processed and delivered.

Please consider the alternative free download option where available.

## Delivery cost

Where applied, delivery is based on standard Australia Post charges. Delivery cost will be automatically applied to orders and totalled as part of check out procedures (NB: a CD or map costs approximately \$5, a report costs approximately \$15).

## Downloadable maps and reports

All downloadable products are free of charge. Some users may experience difficulty downloading certain products as many items include one or more large files. We have endeavoured to offer an alternative format for these files, however if you are experiencing difficulty, please email 

[erd\\_info@dsdbi.vic.gov.au](mailto:erd_info@dsdbi.vic.gov.au) for assistance.



## **Attribution 3.0 Australia (CC BY 3.0 AU)**

[Vic.gov.au/copyright](http://Vic.gov.au/copyright)

## **Copyright**

The Department of State Development, Business and Innovation encourages the dissemination and re-use of information provided on this website.

The State of Victoria owns the copyright in all material produced by this department.

All material provided on this website is provided under a [Creative Commons Attribution 3.0](https://creativecommons.org/licenses/by/3.0/) Australia licence, with the exception of:

- any images, photographs or branding, including the Victorian Coat of Arms, the Victorian Government logo and the Department of State Development, Business and Innovation logo;
- and content supplied by third parties.

The Creative Commons copyright takes precedence over any copyright statements imprinted on our older publications.

You are free to:

- Share - copy and redistribute the material in any medium or format
- Adapt - remix, transform, and build upon the material for any purpose, even commercially.

The licensor cannot revoke these freedoms as long as you follow the license terms.



Department of State Development, Business and Innovation, Victoria, Australia  
Customer Service Centre: Phone 136 186 | National Relay Service/TTY 133 677

- [Careers](#)
- |
- [Copyright](#)
- |
- [Privacy](#)
- |
- [Disclaimer](#)
- |
- [Accessibility](#)

Page last updated 02-Jan-2013

© State Government of Victoria 1996-2013