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Basic Shipping Terms and conditions

We will endeavour to ensure safe passage for your book delivery:
Shooting from the Saddle, by Craig Marshall

1. We cannot be held responsible for error in the receivers address captured on the online book order form:

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2. Books will be sealed in protective packaging, marked with the address as stated by the receiver on the above form link and sent with international couriers.

3. *MSA Travel Group* cannot be liable for loss or damage to parcels whilst in transit, at customs clearance or during door to door delivery

4. The recipient will be responsible for any duties and taxes on books posted or sent by courier across international borders.

5. *Undeliverable Parcels: MSA Travel Group* cannot be liable for undeliverable parcels, an undeliverable parcel is one that cannot be delivered for reasons that include, but are not limited to, any of the following: (i) the Recipient's address is incomplete, illegible, incorrect or cannot be located, (ii) the Shipment was addressed to an area not served by the couriers, (iii) the Recipient's place of business is closed (iv) delivery is impossible because of the unavailability or refusal of an appropriate person to accept delivery or sign for delivery of the Shipment on the initial delivery attempt or reattempts, (v) the Shipment is unable to clear customs.

6. The recipient is liable for all *Return Charges* together with the original charges, unless the shipment was undeliverable due to the fault of the courier. Also included will be any other charges incurred by the parcel including but not limited to duties, taxes and storage fees.

7. The recipient is liable for all additional insurance for the parcel if requested

8. *FORCE MAJEUR: MSA Travel Group* shall not be liable for any delivery where such service has been delayed, hindered or prevented by any circumstance beyond the control of that party, including but not limited to Acts of God, COVID-19 pandemic, strikes, lock outs, trade disputes, fire, government directions and/or war.

9. *Refunds and returns: MSA Travel Group* shall not be liable for refunds and returns if parcels are lost or damaged in transit but not limited to incorrect address information of the receiver.

10. *Cancellation of orders:* Once the customers has paid for their book/s, there are no refunds.

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