



Sutherland Philatelics

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TERMS & CONDITIONS of SALE

(January 2021 Revision)

Congratulations! You are one of the very few customers who have taken the time to access this important document. Nearly all queries we receive are answered herein. Please read on.

Orders for any goods sold by Sutherland Philatelics are only accepted subject to these Terms and Conditions of Sale. All goods sold by Sutherland Philatelics remain the property of Sutherland Philatelics until paid for in full by the customer. This includes invoiced delivery costs.

GENERAL TERMS

* We accept orders by **mail** and **e-mail**.

For e-mail orders seeking payment by credit card, *the initial order must be by mail and contain an authority from the customer to accept future orders from that email address*. Furthermore, the initial order must contain an authority for the future use of a nominated credit card. Please use our **E-mail Orders Authorisation Form** to facilitate this. For security reasons, we strongly advise that credit card details *not* be transmitted in emails.

For e-mail orders using a direct credit facility, an e-mail alone is sufficient.

We no longer provide a Fax facility.

We do NOT accept telephone orders. All orders must be in writing.

* **Payment** must accompany each order; by cash, cheque, money order, bank draft, direct bank deposit, Visa or MasterCard. **We do not accept PayPal**. All payments *must be made* in Australian dollars only. We do not extend credit or offer an approval service.

For *Australian customers only*, funds may be deposited directly to our bank account with the Commonwealth Bank of Australia [CBA], Arana Hills *in Australian dollars ONLY*. Details are:

Account Name: Sutherland Philatelics
BSB: 064-171
Account Number: 1051 0080

International customers may pay by Visa, MasterCard or international BANK (cashier's) cheque or draft denominated *in Australian dollars ONLY* and payable at an Australian bank.

* **Payment by stamps**

Due to the elimination by Australia Post of the use of stamps for the payment of registered mail, we no longer accept stamps for payment.

* **Credit cards** accepted: Visa & MasterCard (*minimum purchase \$30*). **We do not accept PAYPAL.**

* Prices include Australian **GST** (currently 10%). International sales are GST free (deduct 1/11 from

total order GST price, *excluding* postage / extra cover). International postage charges are GST free.

✿ ***All mail is at the purchaser's risk. Consequently, registration / extra cover (previously known as insurance) is strongly recommended.***

✿ **Postage** (always at the prevailing rates) and packing (for sizes larger than DL) is extra. Within Australia (at present):

* Packing (covers, packs, aerogrammes, non-standard articles) – minimum \$3.00

* Postage for small letters up to DL size: \$1.10

* Postage for large letters - packed orders *not exceeding 20 mm in thickness* and:

125 grams \$2.20

250 grams \$3.30

500 grams \$5.50

* Postage for packed orders exceeding 20 mm in thickness and / or 500 grams: parcel rates apply.

✿ **For Priority Paid** (within Australia only), *add* \$0.50.

✿ **For registered post** (within Australia only) with compensation up to \$100, *add* \$4.20.

✿ **For extra cover** (within Australia only), *add* \$2.50 for each \$100 (or part thereof) over \$100.

Example - Item costs \$345 before postage. To the next whole \$100, this is \$400. Registration is \$4.20 for the first \$100 + extra cover of 3 x \$2.50 for the next \$300, a total of \$11.70 + postage. For invoice values over \$100, *you can not have registration without extra cover and you can not have extra cover without registration.*

✿ All customers, domestic and international, should refer to the Australia Post web site for current rates and availability of extra services to specific countries. Please note that Extra Cover is NOT available to some countries and that International Registered Mail *exists only for documents* and is thus inappropriate here. The Australia Post web site contains an excellent postage cost calculator for letters and parcels within Australia and internationally. Go to:

<http://auspost.com.au/>

and click on the “sending” tab in the ribbon.

✿ Orders are usually **dispatched** and enquiries answered within 24 to 48 hours of receipt. We use quality collectibles for postage and request hand cancellations on all customer **orders** dispatched by registered post. However, Australia Post's sorting machinery often results in 2 additional ink jet (dot matrix) cancels. We have no control over this. Our local Post Office goes to extreme measures to deliver collectible philatelic cancels but can not control the mail once it has left its office.

✿ If the customer has indicated expressly or implied that he / she intends to make future purchases, any unused balances are retained by Sutherland Philatelics in the **customer's account** for future customer use. The balance of this account will be refunded in full at any time at the customer's request.

✿ All purchases contain our **MONEY BACK GUARANTEE** for items returned by **RETURN MAIL** because of **CONDITION** or an error on our part. Failure to abide by this request negates any right of refund. [We recently had a query 7 years after the customer received his goods!!]

✿ We supply the best stamp(s) from stock with respect to centring and postmark (if applicable). Consequently, we have no “better copies” in stock to replace returned items.

✿ If an item from a set is returned because of its condition or an error, *the whole set* must be returned.

- ❁ A **restocking fee** may be applied, at our discretion, to all items returned other than because of condition or an error on our part. Attempts to “game” this sales term by merely asserting “condition” will result in the automatic imposition of a fee. The restocking fees are: (i) for items with a selling price of \$5 or less -- 30%; (ii) for all other items -- 15%, of retail price.
We hope never to have to charge these fees but extracting items from stock just to replace them is very time consuming and thus costly for us. We are unable to assist customers who order just to check to see if they have items only to discover that they do and then return part of the order to us for substitution or refund. Please order carefully. We all make mistakes, and we allow for this when considering this fee.
- ❁ We offer **discounts** for larger orders. These are applied on an order by order basis, and are not cumulative. These order size discounts do not apply to already discounted items (eg year sets, collections, discount list items, “specials”) or to individual items or sets priced at \$250 or more. Discounts offered are:

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|----------------------------|------|
| ■ for an order over \$250 | 2.5% |
| ■ for an order over \$500 | 5.0% |
| ■ for an order over \$750 | 7.5% |
| ■ for an order over \$1000 | 10% |
| ■ for an order over \$1500 | 15% |
| ■ for an order over \$2000 | 20% |
- ❁ **Wants lists** are welcome for any philatelic item. However, you are likely to have the most success if the wants list targets countries in which we trade as set out in our Price Lists Schedule.
- ❁ Please enclose return postage with all mail enquiries.
- ❁ **Colour photocopies** or **computer scans** of most items are available and cost \$1 per page/scan + postage.

CONDITION OF STAMPS

- ❁ Modern **MUH** stamps (QE II era) are reasonably well centred, full gum and defect free. Earlier MUH stamps reflect the centring of their era. Customers can expect to pay premiums for well centred copies which were not the production norm of the day (for Australia, this includes early decimals and predecimals).
- ❁ **Blocks 4** sell at 4x the singles price, when available. **Imprint / cylinder blocks** may also be available and are usually priced at 5x - 6x the singles price. Please supply us with a wants list.
- ❁ Similar conditions apply to **FM** stamps, except that they have been hinged. Hinged stamps may or may not have hinge remains. Modern peelable hinges leave little / no trace. However, earlier hinges were designed to stick forever and leave (sizeable) remains on the back of the stamp. Also, the older the stamp, the more likely that it will have multiple hinges having been part of many collections.
- ❁ **Used** stamps contain cancels which reflect the technology and cancelling philosophy of the day. With early stamps (around 1900), the objective was to obliterate the stamp so that it could not be used again. In the early 1900s, steel die hand cancellers were the predominant postmarking tool thus raising the spectre of “Fine Used”. With the increase in the volume of mail post World War I, machine cancellers were introduced and the proportion of mail hand cancelled diminished. In the present day, with postal administrations being placed on a commercial rather than a community service basis, very few steel die hand cancellers are used having been replaced by cheaper rubber ones. Furthermore, “permanent” postal ink has been replaced with cheaper commercial stamp pads producing thick,

smudged, runny / bleeding and often ephemeral cancels (just witness the number of “without gum” stamps offered in auctions these days). Thus very few modern stamps are hand cancelled to a fine used state possible in the 1950s & 1960s. Contrived cancels exist particularly for FDCs and commemorative covers where they are machine applied. Thus “**fine used**”, *when obtainable, frequently sell at higher prices than MUH.*

Each country has adopted different technologies at differing points of time so it is difficult to generalise. Furthermore, collecting habits differ from country to country. Thus for Germany to the end of World War II, German collectors insist on “socked-on-the-nose” cancels with clear strikes to enable authentication of the postmarks, given the huge volume of forgeries which emanate from the country, and the fact that postally used stamps sell at substantial premiums over mint stamps. Less knowledgeable collectors of such countries favour an unrecognisable corner cancel on such issues -- a forger’s delight. Country specific detailed descriptions of used stamps are given on the GB, Canada and Germany lists.

Our price lists identify stamps as Used, Fine Used or Average Used depending upon the country and are priced according to their grading. The description of the Used classification for a list is given on the front of that list.

For Australia, Territories, New Zealand and Pacifics, used stamps have light commercial cancels. CDS or FDC cancels are supplied when available. Fine used stamps have light CDS, FDC or machine cancels and are supplied on this priority. *Collectors who require light CDS cancels only can expect to pay the MUH price or, in some cases, higher.* CDS cancellers are no longer used in most countries for normal and even philatelic mail. We are unable to supply what does not exist or exists in minute and contrived quantities only.

Where stamps were issued *se tenant*, the used price is for the stamps singly unless specified to the contrary. Where (fine) used *se tenant* issues are required, the price is as for MUH, or higher.

Mint stamps without gum [MNG] (where the stamp was issued gummed) are listed separately or, in some cases, are considered Fine Used and priced accordingly. In some countries for certain eras, eg Germany pre WW II, they are priced lower than FM as FU prices frequently exceed MUH prices. A number of countries issued stamps ungummed and these instances are identified in our lists (for example, Japan, Dutch Colonies). In those cases, MUH = ungummed and never hinged; Mint = ungummed but has been hinged; MNG = ungummed but washed/cleaned.

❁ **FDCs, Special Cancels and Commemorative covers** are usually on illustrated covers which may have been issued by the country’s postal administration or by private organisations. They may also be on plain envelopes. Cover lists distinguish between the various alternatives and price them according to their era, scarcity and demand.

Covers may be **addressed or unaddressed** reflecting the policy of the issuing postal administrations. In Australia, predecimal covers are addressed. Decimal covers are unaddressed. In the UK, covers are addressed and unaddressed covers are an exception. In Canada, *se tenant* issues are usually split over two or more covers. All covers we sell reflect their age but are in good collectible condition. Exceptions are always noted.

ENQUIRIES

- ⊗ We welcome philatelic enquiries but in no way do we represent ourselves to be the Wikipedia of philately. We have assisted many collectors with their queries. Between the two partners in Sutherland Philatelics, we have over 100 years of experience to draw upon together with extensive philatelic resources (including access to other dealers). However, we run a “for profit” business not a hobby, and the amount of time we spend answering queries is directly proportional to the amount of purchases made by the respective / prospective customer. We do not offer free valuations for either single stamps or collections. Also, we do not have all the answers.