

ORDER FORM

Name: _____

Organisation: _____

Mailing Address: _____

Country: _____ Postal Code: _____

E-mail: _____ Phone: _____ Fax: _____

Payment Method

SN	Item Name	Item Code	Quantity	Price	Singapore Dollars (S\$)
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____
6	_____	_____	_____	_____	_____
7	_____	_____	_____	_____	_____
8	_____	_____	_____	_____	_____
9	_____	_____	_____	_____	_____

(a) Subtotal _____

(b) Delivery Cost _____

Total (a)+(b) _____

*fill up all fields

Delivery Cost

Self Collection.....	Free
For 15 items or less (local).....	S\$2.50 per piece
For more than 15 items (local).....	10% of subtotal
Overseas delivery.....	To be advised

Education Office
Institute of Mental Health
Buangkok Green Medical Park
10 Buangkok View
Singapore 539747
Tel: 63892830
Fax: 63892834
E-mail: eshop@imh.com.sg

Complete order form attached or order online at www.imh.com.sg/eshop

Payment Method

*Please tick your option below

- Enclosed is purchase order _____
Please invoice my agency. Terms: net 7 days
- Enclosed is a cheque payable to Institute of Mental Health
(Payment must be in Singapore dollars)
Please write your name, contact number and organization name at the back of the cheque

- Credit Card
Name on Card: _____
Type of Card: Amex/ Visa/ Master (Circle one)

Credit Card No: - - -

Card Expiry Date: _____

CVC No: _____

Cardholder's Signature: _____

- You agree that by submitting this order form to us, you have read and agreed to the attached shipping policy, online policy and terms and conditions.
- Order will not be processed if information is incomplete

Signature of ordering party

Name: _____

Contact No: _____

Email: _____

**Please send the order form to us through email, fax or mail*

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Complete order form attached or order online at www.imh.com.sg/eshop

Terms and Conditions

Welcome to www.imh.com.sg/eshop. Institute of Mental Health provides the content and services available on the Site to you subject to the following terms and conditions (“Terms and Conditions”). By accessing or using the Site, you acknowledge that you have read, understood, and agreed, without limitation or qualification, to be bound by these Terms & Conditions which include our [Privacy Statement](#)

1. Privacy

Please review our [Privacy Statement](#), which also governs your visit to the Site, so that you may understand our privacy practices.

2. Purchase Related Policies

You may not sell or resell any of the products or services you purchase or otherwise received from us. We reserve the right, with or without notice, to cancel or reduce the quantity of any orders that we believe, in our sole discretion, may result in the violation of our Terms and Conditions.

Please also refer to other additional policies related to orders placed through this Site (such as order processing, shipping and handling, returns and exchanges).

3. Information Accuracy

We attempt to be as accurate as possible when describing our products on the Site; however, to the extent permitted by applicable law, we do not warrant that the product descriptions, colors or other content available on the Site are accurate, complete, reliable, current, or error-free.

4. Intellectual Property

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5. Your Obligations and Responsibilities

In the access or use of the Site, you shall comply with these Terms and Conditions and the special warnings or instructions for access or use posted on the Site. You may not make any change or alteration to the Site or any Content or services that may appear on this Site and may not impair in any way the integrity or operation of the Site. If you default negligently or willfully in any of the obligations set forth in these Terms and Conditions (including our Privacy Policy), you shall be liable for all the losses and damages that this may cause to Institute of Mental Health.

6. Third Party Links

We are not responsible for the content of any off-Web site pages or any other Web sites linked to or from the Site. Links appearing on the Site are for convenience only and are not an endorsement by us, our affiliates or our partners of the referenced content, product, service, or supplier. We do not assume any responsibility or liability for the actions, content, products, or services of such pages and Web sites, including, without limitation, their privacy policies and terms and conditions. You should carefully review the terms and conditions and privacy policies of all off-Web site pages and other Web sites that you visit.

7. Representations and Warranties; Limitation of Liability

Every effort is made to keep the website up and running smoothly. However, the Institute of Mental Health does not warrant that the information or any functions associated with the website will be uninterrupted or error-free, or that defects will be corrected or that the website and the website server are and will be free of all viruses and / or other harmful elements. The Institute of Mental Health takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

We make no representations or warranties of any kind whatsoever, express or implied, in connection with these terms and conditions or the site, including but not limited to warranties of merchantability, non-infringement or fitness for a particular purpose, except to the extent such representations and warranties are not legally excludable.

8. Indemnification

You agree to defend, indemnify and hold us harmless for any loss, damages or costs, including reasonable attorneys' fees, resulting from any third party claim, action, or demand resulting from your use of the Site. You also agree to indemnify us for any loss, damages, or costs, including reasonable attorneys' fees, resulting from your use of software robots, spiders, crawlers, or similar data gathering and extraction tools, or any other action you take that imposes an unreasonable burden or load on our infrastructure.

9. Disputes

With respect to any dispute regarding the Site, all rights and obligations and all actions contemplated by these Terms and Conditions shall be governed by the laws of the Republic of Singapore, as if the Terms and Conditions were a contract wholly entered into and wholly performed within Singapore. Any dispute relating in any way to your visit to the Site shall be submitted to confidential arbitration in Singapore, except that, to the extent you have in any manner violated or threatened to violate our intellectual property rights or the intellectual property rights of our affiliates, partners or licensors, we may seek injunctive or other appropriate relief in any court and you consent to exclusive jurisdiction and venue in any such court.

10. General

You acknowledge and agree that these Terms and Conditions, which include our [Privacy Statement](#), constitute the complete and exclusive agreement between us concerning your use of the Site, and supersede and govern all prior proposals, agreements, or other communications.

We reserve the right, in our sole discretion, to change these Terms and Conditions at any time by posting the changes on the Site. Any changes are effective immediately upon posting to the Site. Your continued use of the Site constitutes your agreement to all such terms and conditions. We may, with or without prior notice, terminate any of the rights granted by these Terms and Conditions. You shall comply immediately with any termination or other notice, including, as applicable, by ceasing all use of the Site.

Nothing contained in these Terms and Conditions shall be construed as creating any agency, partnership, or other form of joint enterprise between us. Our failure to require your performance of any provision hereof shall not affect our full right to require such performance at any time thereafter, nor shall our waiver of a breach of any provision hereof be taken or held to be a waiver of the provision itself. In the event that any provision of these Terms and Conditions shall be unenforceable or invalid under any applicable law or be so held by any applicable arbitral award or court decision, such unenforceability or invalidity shall not render these Terms and Conditions unenforceable or invalid as a whole. We will amend or replace such provision with one that is valid and enforceable and which achieves, to the extent possible, our original objectives and intent as reflected in the original provision.

Online Store Policy

Our business days are Mondays to Fridays, excluding Saturdays, Sundays & Public Holidays.

* Denotes Singapore time

1. Order Acceptance Policy

The receipt of an e-mail order confirmation does not constitute the acceptance of an order or a confirmation of an offer to sell. Institute of Mental Health reserves the right, without prior notification, to limit the order quantity on any item and/or refuse service to any customer.

2. Order Cancellation Policy

You cannot cancel an order (or part of an order) after credit card has been authorized and approved. i.e. you cannot cancel the order after checkout upon reading all Terms and Conditions.

3. Return Policy

All products, once sold are **non-returnable**. All sales items are final and sold on an “as-is” condition.

4. Exchange Policy

Once a product has been sold, it **cannot be exchanged** except for the following:

- Products received are different from what is stated on the invoice; i.e. wrong goods are delivered.
- Product is found to be faulty.

If the product(s) received is wrong or faulty, there will be a one-to-one exchange for the same product. To exchange a product, please [email](mailto:eshop@imh.com.sg) us at eshop@imh.com.sg within 3 days upon receiving the goods. Please contact us within 3 working days upon receiving the goods if there should be any missing item(s) from your order. Exchange may take place at the Institute of Mental Health, Buangkok View only.

5. Pricing Policy

Institute of Mental Health reserves the right to make adjustment to any published price of any product due to input error, product discontinuation, and stock clearance and errors in advertising.

6. Delivery and Receiving of Orders (for Hand Delivery)

Upon delivering the order, the person who receives the goods will be required to sign on the invoice and indicate his name.

Shipping Policy

Stock Availability

We cannot guarantee that every title offered for sale online would actually be shipped right away as inventory can change significantly from day to day.

When confirmation of your order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you the final order confirmation. This is in the case that a mistake has been made in pricing, goods are inadvertently underpriced, or we are no longer able to supply a particular product for some reason. In the event of a change in pricing, we will only proceed with the order after we have emailed you and ensured that the price is acceptable.

Payment Options

We accept only Visa and Mastercard for online payment options. For cheque payment, a Purchase Order must be completed, emailed or faxed to us.

International customers should note that all prices quoted are in **Singapore Dollars inclusive of 7% GST (all charges are in Singapore Dollars)**, so the bank that owns your credit card must support payment in this manner. You will be charged according to the prevailing exchange rate on the day that your bank posts the transaction.

**Cheque payment is only applicable for Local (Singapore) orders. .*

Local & International Delivery Times

Delivery time may differ from estimated delivery time due to handling time and stock availability and will vary between local and international delivery. For local delivery, a delivery time of at least 3 to 7 days is expected via the postal mail for books and products. For international delivery, depending on the delivery mode chosen (eg. courier or postal mail), this could range between 7 to 20 days.

Self Collection

Self collection apply mainly to bulky &/or unique craft items. For these, please contact us at eshop@imh.com.sg

International orders

For all international orders, you may download the **order form from the product page. Kindly fill in the order form and email it to eshop@imh.com.sg**. We will reply to you as soon as possible. Additional international shipping charges apply and will be advised accordingly.