



GST FAQs

Why is GST being added now?

From 1 July 2018, the Australian Federal Government has legislated that Australian goods and services tax (GST) of 10% will apply to sales of low value goods (valued at AU\$1,000 or less) imported by consumers into Australia.

This applies to purchases made via www.creativememoriesau.com for physical product purchases, digital products and services Advisors receive (such as access to their Advisor Account and personal website link).

When will GST be effective on the Creative Memories website?

GST will be effective on the Creative Memories website 1 July 2018, 12:00am AET. All orders placed, Advisor Sign Ups and Advisor Renewals up to 30 June 2018, 11:59pm AET will be free of GST.

How will Creative Memories transition to include GST?

Creative Memories is phasing in changes to our website and systems in stages to accommodate the changes to GST. Please review the [GST information available here](#) for details.

Why will there be a second stage of GST related changes on the website?

There will be a period of time, beginning 1 July, during which you will see the 10% GST added in your Shopping Cart rather than in the stated price of the product that you see while shopping.

We are currently working on a range of system upgrades, which will include a second stage of GST-related changes. Our team is working as quickly as possible to complete these system upgrades and we will keep you updated on when to expect the system upgrades.

Will all products have GST applied?

As per GST legislation, coffee is exempt from GST. Therefore, Flowerdale Mountain Blend Coffee will be free of GST. GST will apply to all other Creative Memories products.



Why will the stated prices on the website exclude GST from 1 July 2018?

There will be a period of time during which you will see the 10% GST added in your Shopping Cart rather than in the stated price of the product that you see while shopping. This will be temporary as we work on system upgrades to further accommodate the changes to GST.

For example, during this transition, you may see some odd-looking prices on the website, such as \$45.45 for an Album Cover. When you add that product to your Shopping Cart, the 10% GST will be applied and you will see your final price of \$50.00. This final pricing in your Shopping Cart (inclusive of the 10% GST) will match the pricing that you see in the Creative Memories July-September Catalogue.

Will the July 2018 Catalogue feature GST inclusive pricing?

Yes, prices shown in the July Catalogue will include GST.

Will other July marketing materials feature GST inclusive pricing?

Yes, prices shown on the July marketing materials will include GST.

Will GST apply to Shipping Fees?

Yes, as per GST legislation, GST will apply to Shipping Fees. 10% GST on the current Shipping Fees will be included in the Tax amount on the Check Out page when placing an order. This is required by law.

Order Value Excluding GST	Shipping Excluding GST	Shipping Including GST
\$0-150.99	\$9.50	\$10.45
\$151-550.99	\$19.50	\$21.45
\$551-999.99	\$29.50	\$32.45

Will GST apply to the Advisor Join Fee and Advisor Renewal Fee?

Yes, as per GST legislation on digital products and services, the Advisor Join Fee and Advisor Renewal Fee will have GST added. As of 1 July 2018, these will become \$65 including GST.

Will there still be a maximum order value?

To avoid additional Import Duties on high-value goods (on top of GST), we will continue to cap order values. The maximum order value that can be placed is AU\$999.99 excluding GST (or AU\$1,100 including GST) before applying a credit coupon to any order.



Please note the Subtotal of the order must be under this threshold *before* applying a Credit Coupon code to an order. The Subtotal value of the order in the Shopping Cart is the Customs order value. If this is over the threshold, the order will be held in Customs for processing, slowing the delivery timeframe and Import Duties will be applied.

Will there be any pricing increases from 1 July 2018?

In the last five years many products have not had any price increases. Due to the GST legislation, this year we have carefully reviewed pricing to ensure GST inclusive prices are rounded to the nearest 0.50c value. You will see some of the GST exclusive prices have decreased and some have marginally increased. There were a handful of products that also required a small price increase due to increased material costs.

What price do I charge my customers?

When reselling product to customers we recommend that Advisors sell the product at the retail price in the Catalogue and Price List.

Do Advisors need to pay GST to the Australian Tax Office?

Only Advisors who are registered for GST will need to remit GST to the ATO. Please review the “Do You Need To Register?” information on the [ATO website here](#) to determine if you need to be registered for GST.

Will Advisors earn Profit and Commission on the GST-inclusive value of a product?

No, Advisors will continue to earn Profit (from Personal Sales/order) and Commission (from Group Sales) on retail values excluding GST. Examples:

You place a personal order and you are at Level 2 earning 25% Profit on your personal and your customers’ orders:

Product Value including GST	\$77.00
<i>Product Value excluding GST</i>	<i>\$70.00</i>
Commissionable Amount	\$70.00
Profit You Earn (at 25%)	\$17.50

Your Downline team member places an order and you are at Level 2 earning 5% Commission on your Group Sales:

Product Value including GST	\$77.00
<i>Product Value excluding GST</i>	<i>\$70.00</i>
Commissionable Amount	\$70.00
Commission You Earn (at 5%)	\$3.50



What will happen to my Account Balance?

Advisors Account Balances will continue to reflect the retail value of products excluding GST. Example:

Date of Purchase	Product & Purchase Price	Account Balance Increases By
30/6/18	Bookcloth 12x12 Album \$45.50 excluding GST	\$45.50
1/7/18	Bookcloth 12x12 Album \$50.00 including GST	\$45.45

Who do I contact if I have more questions?

Customer Service Support customerserviceau@creativememories.com

Ph Message Service: 1300 820 051

Available Mon-Fri 9am - 5pm AET