



PRODUCT RETURN POLICY

Your satisfaction is our top priority. We guarantee the quality of our products and we want you to be completely satisfied with your purchases. In the event that there are any concerns upon receiving your order, please contact us promptly to resolve the issue on +64 6 753 4199

Goods may be returned for repair, replacement or returned for credit/refund for the following reasons:

- Goods are Faulty
- Incorrect Goods and/or size supplied

Repair, Replacement or Refund will be given at Bloore & Piller's sole discretion. All returns are subject to conditions listed below.

RETURN CONDITIONS:

Any claim relating to products must be made to Bloore & Piller Ltd (the 'Seller') in writing within seven (7) days of delivery (time being of the essence) of the products, otherwise the Seller shall be entitled to presume that the products have been delivered in good order and without defect or shortage in quantity.

All returns **MUST** be accompanied by a Return Advice form.

Return Of Goods In Saleable Condition;

Products in sound condition are sold on an irrevocable basis and will not be accepted for return, however, requests for returns will be considered for products that can be re-sold within a reasonable period.

If such a request is accepted, items must be returned in NEW (unused and resalable) condition, in the original packaging, with all accessories included. Returns are subject to a 25% re-stocking fee. Additional fees may apply if the item is not returned in its original packaging.

We do not accept returns or exchanges on custom products.

All freight charges related to the return of items to Bloore and Piller Ltd are the responsibility of the customer.

Return Of Goods For Repair Or Replacement Under Warranty;

All goods purchased from Bloore and Piller are covered by a full manufacturer's warranty. The duration of this warranty is generally 12 months but some products offer an extended warranty. Warranties cover manufacturing faults and defects, they do not cover damage caused by misuse or general wear and tear etc

If the goods need to be returned they must be clean, free of chemicals and oil

You must provide proof of purchase.

Goods returned will be assessed by our team and repair or replacement of goods will be undertaken once approved.

We will contact you in cases that are not deemed to be valid for warranty. Unfortunately freight costs cannot be covered. You may be given an option to have the item repaired or replaced at your cost.

We charge a flat fee of \$50.00 (excl GST) to assess any Cambrian Sprayer which is returned and found not to be a manufacturing fault. In addition we may charge further fees for service and parts if repair is requested.

The product return rights given to you under the Manufacturer's Warranty are additional to your rights to return products to the manufacturer or supplier under the Consumer Guarantees Act 1993. For more information regarding your rights under New Zealand's consumer laws, you can visit the New Zealand Consumer Affairs website at www.consumeraffairs.govt.nz.