

# Terms & Conditions

## Terms & Conditions - Policies

Unless otherwise agreed, our products are supplied on the following terms.

### Family

Our business is based around our family. Our office hours have been set to fit around our family commitments. Our in house office hours are similar however we are contactable on our phone number 07 346 1582 during business hours. If we do not answer, please leave a message and we will get back to you as soon as possible.

### Price

All prices are in New Zealand dollars. We reserve the right to vary our prices from time to time.

### Ordering

You can send your order on-line any time of the day or night. However, if you prefer, you can phone your order through on our phone number 07 346 1582 or contact us via our [Contact Us](#) Page.

### Payment

We offer the following payment options -

**Direct deposit** - Our direct deposit details are available when you place an order.

All goods must be fully paid for before dispatch.

A receipt will be included with your purchases.

All transactions will be carried out in New Zealand dollars.

We offer a Lay-by service so you can easily pay your items off.

You can choose to pay by direct deposit. With our Layby service, you can pay an initial 25% deposit, then spread the payments for your order over 8 weeks. The timing and

amount of these payments is entirely up to you. It is recommended that regular weekly to fortnightly payments are made to ensure your order can be dispatched on time.

You can cancel at any time, with the only requirement being that you pay a \$25 administration fee if you require a refund.

### **Delivery and Freight Charges**

Goods will be dispatched upon receipt of payment, except where an ordered item is out of stock.

We use regular Fastway Couriers or New Zealand Couriers to deliver your order. Freight costs for delivery within New Zealand are automatically added to your online order at the time of order. A flat rate of \$14.95 is charged for each order to cover packaging and freight. However, if you are ordering a small or light item (eg. a baby tee), please contact us to see if we can reduce the freight charges.

Please note that it is your responsibility to inform us if the delivery of your ordered goods should be late, damaged or incorrect. Our contact details are found on the [Contact Us](#) Page.

### **Back Orders**

We endeavour to keep our on-line shopping site as up to date as possible, however, sometimes we cannot accurately forecast customer demand. In the event that you order a product that is not in stock, we will notify you by phone or email.

### **Returns**

If you are unsatisfied with your purchase for any reason, we will provide a full refund less shipping, the value of any free gifts that are not returned to us and handling costs on unused, unwashed, resaleable products for a period of 30 days from the date of purchase. Please read our return terms.

### **Use**

We have used our best efforts to ensure that the products recommended and stocked by us are fit for their intended use, however, we do rely on the manufacturer's accurate information for us to assess their product. The customer is responsible for determining whether a particular product is fit for use in their circumstances.

### **Disclaimer**

Every effort has been made to ensure the accuracy of the information contained in this website. Tu Maia, however, shall have no liability to any entity with respect to any inaccuracy, misleading information, loss or damage caused directly or indirectly by the information contained on this site.

# Product Return Terms

We are happy to accept returns of our products from you as long as the following conditions are met:

Please allow 10 Business Days for your exchange to be processed. We are usually faster, but sometimes these things take time.

All UN-USED, UNWORN and UNWASHED items may be returned for refund or credit within 30 days of purchase\*. Any item that appears to be worn or washed or smells like it has been used or washed in detergent will be returned to sender with no refund given.

Tu Maia must RECEIVE the items within 30 days of original shipment.

Items must be new (not washed and not used or worn), in original packaging.

All SALES ARE FINAL on discontinued and clearanced items. Discontinued items no longer available for sale on our site will not be accepted for return or exchange.

Our pre-authorization is needed. We will require you to fill in our product return form and send it with your products along with your original receipt.

When you return the item/s, you will need to supply us with your bank account details in order for us to process your refund. Or you may instruct us to call you for credit card information, if this is the case, please include contact information and a good time to call.

Your credit or refund will be equal to the price of the goods returned minus flat rate shipping charges or our actual shipping costs\*\*.

For fastest turn around, include a copy of your receipt or include your order number from your receipt. If you no longer have your receipt, inform us of the first and last name corresponding to the billing address (the person who bought & paid for the items).

Return your products to:

Tu Maia

P.O.Box 1076

Rotorua

\*Your refund or credit will be processed less the freight charges (see detail below)

\*\* Actual shipping costs...You pay the flat rate packaging and freight cost of \$14.95 for your order to be couriered to you, however, generally our courier cost exceeds what we have charged you to delivery your order. If you return an order and we paid actual costs of \$17.95 to send your order but you were charged our flat rate, you will be refunded minus the \$3.95. If your order cost us \$9.50 to ship, you will be refunded your payment plus the \$5.45 flat rate shipping you paid. To help us keep our shipping costs low, we reserve the right to withhold the shipping charges or the actual shipping costs, whichever is higher.

We will not accept product returns that are used unless there is a fault with them or if we have made a prior arrangement with you where by we will replace the products at no charge.