

Terms & Conditions

This website is operated by Cariboo New Zealand (2011) Ltd. Throughout the site, the terms “we”, “us” and “our” refer to Cariboo New Zealand Ltd. We offer this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Modifications to the Service and Pricing

All pricing is in New Zealand dollars (NZD) and includes GST of 15%. Cariboo New Zealand (2011) Ltd reserves the right to change pricing anytime at their discretion and without prior notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor’s display of any color will be accurate.

Errors or Omissions

The seller is entitled at any time to correct all errors and omissions (whether clerical, computational or otherwise) in any advertising, quotation, pricing, invoice or acknowledgement. While our best efforts are made to keep our stock levels and pricing accurate we cannot be responsible for any errors in stock levels and pricing. The seller will notify the buyer promptly of any error or omission discovered by the seller, and give the buyer a full refund. All specials can run for the stated duration or until stock levels are exhausted in which case the special can be pulled from the website by Cariboo New Zealand (2011) Ltd at any time.

Cancellations

We can cancel and refund a submitted order for you as long as it has not been dispatched. Please contact us as soon as possible to prevent the dispatch of your order. The purchase balance for the cancelled item(s) will be refunded to the same payment method used to place your order.

Out of stock products

In the case of you placing an order for a product that subsequently becomes unavailable or there is a delay in delivery, we will contact you via email within 24 hours to advise you of the situation.

Occasionally, a product you order may be temporarily out of stock. In this case we'll contact you promptly to make arrangements to either substitute or delete the item, or hold your order until the item becomes available again. Naturally we'll refund you for any goods we can't supply unless you agree to a substitute.

International Orders

If your order is returned to us due to banned/restricted products, a wrong address or refusal to pay fees, we will issue you a partial refund. You will be responsible for any return shipping charges and for any additional custom fees for your returned package. Those charges will be deducted from your order total and the remaining balance, if any, is the amount that will be refunded.

- Customs and import regulations vary widely between countries. Unfortunately, it's not possible for us to be aware of all of the regulations specific to any given country.*
- It's entirely your responsibility to ensure that any goods which you order are not prohibited/restricted within your delivery country. Cariboo New Zealand (2011) Ltd accepts no liability for the refund/replacement of any goods or any costs relating to, or arising from, the importation or confiscation of any goods by your countries Customs Office or other government body. Likewise any import duty or tax payable on your order is not our responsibility and is beyond our control. In a situation where an order is returned to us by your countries import authorities in resalable condition, we'll refund you the value of the order less any postage costs incurred to us. We can't provide a refund until we've received the products back. We don't provide refunds on parcels that are detained or confiscated at your countries customs.*
- We accept no liability for any goods lost in transit outside of New Zealand.*
- If your goods don't reach you in perfect condition please notify us as soon as possible. Please don't return damaged goods without notifying us first, as it is sometimes preferable to make arrangements from our*

end. Please keep any packaging and damaged items as they are received, as these are required for the claim process.

Payment by Credit Card

We want you to be as safe as possible while visiting this site and have done all we can to protect your privacy and security.

Cariboo New Zealand (2011) Ltd uses the DPS Payment Express Gateway for its online credit card transactions and we accept VISA and Mastercard.

All prices are in New Zealand dollars (NZD) and your credit card will be billed in New Zealand dollars. If overseas, your credit card provider will convert the amount into your local currency at the current exchange rate plus add any applicable fees or charges.

Delivery

If we have the products you order in stock we will dispatch your order within 24 hours Monday to Friday, if we do NOT have the products in stock we will aim to ship within 1 – 7 working days of your order placed unless otherwise stated at the time of ordering, we will let you know if there will be a problem extending delivery outside of the 1 – 7 working days.

Please allow for 1 – 4 working days when the order is SHIPPED (within New Zealand), though sometimes due to unforeseen circumstances it may take a little longer.

Changes to Terms of Service

You can review the most current version of the Terms of Service at any time at this page. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.