

# TERMS OF SERVICE

## EUROPLAN ONLINE STORE

### 1. PRICING AND PAYMENT

All prices on the Europlan Online Store are given in New Zealand Dollars and exclude GST. We accept payment by credit card (MasterCard and VISA only) or Direct Bank Transfer.

Europlan Online Store uses the Windcave payment processor for its online credit card transactions. Windcave offers a secure, reliable, all-in-one payment solution and processes online credit card transactions securely for thousands of merchants globally, providing a safe and secure online payment service.

### 2. PAYMENTS ARE PROCESSED IN REAL-TIME

Europlan Online Store does not have access to your full card number, this credit card payment is secured by Windcave. To maintain PCI-DSS compliance, Windcave does not store full credit card numbers in any way on their system.

They only store partial numbers i.e., first 6 and last 4 digits along with the cardholder's name for transactions.

Visit [www.windcave.com](http://www.windcave.com) for more info on online credit card payments.

### 3. AVAILABILITY

All items are subject to availability. We will inform you as soon as possible if the goods you have ordered are not available or if the lead time has changed, due to unforeseen circumstances. In this case we will do our best to fulfil the order, cancel the order or help in any other way we can.

### 4. ONLINE PROCESS

We must receive payment in full before your order can be accepted. Once payment has been received by us, we will confirm that your order has been accepted by sending an email to you at the email address you provide in your order form. Items will then be dispatched once payment has been received. For more information regarding delivery dates and times please refer to the shipping section below.

### 5. CANCELLATIONS

Once an order has been placed you are unable to cancel or alter the order.

## 6. SHIPPING

Please note, Europlan online store only ships to addresses in New Zealand, South Island, North Island and Waiheke Islands only. All shipping is included in the product price.

Rural delivery will incur a \$125.00 + GST freight and shipping charge.

Lead times apply to our products as specified on each product page. In addition to the lead time please allow 1 - 3 working days for delivery within New Zealand.

Products will be delivered assembled however installation is not included. It is the buyer's responsibility to ensure an assembled product will fit through your access ways for delivery. Europlan and its freight carriers will accept no responsibility for goods that cannot fit through access ways.

Delivery is valid for normal business hours (Monday to Friday 8am to 5.00pm). Outside these times additional costs will be incurred.

Delivery is based on clear and easy access into and throughout the site or building allowing for appropriate access.

Delivery does not allow for removal of existing furniture or of waste materials and packaging.

## 7. CONTENT ACCURACY

We take every care to ensure that the description and specification of our products are correct at the time of publication. However, while the colour reproduction of the products is a close representation, we cannot accept any responsibility for any variation in colour caused by the browser software or computer system used by you.

Prices on our shop site are current at time of display and subject to variation without notice. We will do our best to display accurate descriptions and pricing but are unable to warrant that the product descriptions or other content of the web site is accurate, complete, reliable, current or error free. We reserve the right to be able to cancel or withdraw an order made online whereby the pricing or information is not accurate or the product has been added to the online store in error.

We shall not be liable to any person for any loss or damage which may arise from the use of any of the information contained in any of the products on this website.