

Terms and Conditions when purchasing products through our online store www.distripet.co.nz

Shipping & Delivery

Cost of Shipping

We offer FREE delivery New Zealand-wide on purchases over \$149.99 to urban areas, for rural deliveries over \$149.99 there is a flat fee of \$5.00.

For Christchurch Local areas, which includes all Surrounding Suburbs, deliveries for orders under \$150.00 have a flat fee of \$5.00 for packed parcels up to 5kg. We will contact you in case your order would be more than the maximum weight and alternative solutions for shipment or order handling may be offered to have it shipped most cost effectively to you. All parcels are tracked.

Standard Orders, Rural and PO boxes

For all orders to urban areas up to \$39.99 there is a delivery fee of \$5.00, between \$40.00 and \$149.99, we have a delivery fee of \$9.00. Orders more than \$150 are free to NZ urban areas. There is an additional fee of \$4.00 for all rural deliveries, which includes Waiheke Island.

Overseas shipping / customs & taxes

Shipping to any overseas destinations with insurance (tracked) is on request, PO Boxes are excluded. Shipping of goods via Economy is always at recipient's risk. All prices and fees are excluding customs fees or overseas taxes.

In case there's a conflict of price information, then the following rules are applied. Costs communicated via email will overrule the costs on the website. Prices published on the website overrule pricing set in this document. Any costs mentioned over phone are indicative and could change when more information becomes available.

Gifts & Samples

Some deliveries may be provisioned with free gifts or samples. You may or may not receive any because this is based upon a random selection of shipments and the availability of those free products. We cannot guarantee that your parcel will have such free gifts or samples, now or with any next order you place.

Pick-up

We currently are not able to organise pick-up.

Shipping planning

Once your payment has been made and ordered goods are available, we will ship all orders within 3 working days. If your order is placed before 2:00PM, it will be packaged and processed that same day. Please note that there will be no shipment done on Saturday, Sunday and public holidays.

If we are unable to send your goods within five days, we will contact you with this information as soon as this has been noticed. At the same time, we may offer you alternative goods of the same or better quality or price. We will not send substitute goods without your consent.

Receipt of Goods

You can expect your parcel to arrive within approximately 5-8 workings days after payment for your order has been received. We do our utmost best to shorten the wait, but are reliant on the courier's

allocation and region of delivery. We can organise overnight or urgent shipment on request, but only on orders to which we have been contacted for prior payment.

Returns and Exchange

We'll do our best to make sure all goods sent are in good conditions.

Refund and Returns

All goods sold are final and are NON-REFUNDABLE and NON-RETURNABLE unless defective or send in error. But if you really need to return some item to us, item must be returned within 3 days of receipt and we will gladly offer you an exchange, store credit or credit note based on the appropriate situations. Customers will be responsible to bare the shipping cost for the exchange items.

Delivery or shipping fees are not refundable.

Wrong Item, Colour or Size

If we shipped you the wrong item, please contact us. It is important that you contact us before returning your item, so that we may assist you with the return shipping fees. You will be provided with an RMA number for tracking purposes. If you do not contact us, you may be held responsible for all return shipping charges. Before you call, please have your order number available. Please be prepared with a detailed description of the differences between the items you ordered and the item you received. This will shorten the process of exchange for you.

Return Policy

If you have any question, please feel free to contact us, we will answer all emails within 2 working days. If you are happy with our products and service, please kindly leave us a feedback, it will be our greatly appreciated.

If you are unhappy with the shopping or any problems, please kindly contact us and we will try our best to solve the problems professionally, directly and swiftly.

For EXCHANGING ITEMS (Based on acceptable situations), please e-mail us via the contact page and notify us within 3 days of receiving the product.

Items returned MUST be unwashed and unused in its original packaging, containing all original product labels and tags, UNOPENED and in RESEALABLE condition. For generic health and safety reasons we cannot accept any toy or product that has been used, even once (unless damaged products that fall under the manufacturer's 100% guarantee such as Planet Dog – Free exchange program).

Once the returned item has been received and verified suitable for exchange, new selected items will be posted out via local mail or courier delivery. Please pack your returned items properly to ensure that items do not get damaged in transit.

Privacy Statement

We respect your privacy. We will not share, trade, or sell any personal information at any time for any reason.

Prices and Taxes

All our prices are in NZ Dollars and GST inclusive, unless otherwise stated.

Payment

Make payment for goods bought online by way of your credit or debit card. We only accept payment through PayPal (VISA). When making a purchase, the name that will appear on your bank statement will be DISTRIPET.

2% Donation to Welfare and Rescue Organisations

When buying products through www.distripet.co.nz, 2% of the purchase of PLANET DOG products will be donated to an Official Welfare Rescue organisations. Some voucher or discount options available may allocate the donation to a specific cause, published on our website or described on the charity's webpages. A list of organisations we support can be provided via a written request, if it is not published on the website due to confidentiality reasons.

Donations will be organised when a substantial amount of funds has been raised to reduce the work involved. If the donation is to sponsor a cause with a due date, then funds will be transferred prior the event.

Products

All Planet Dog products (toys, travel and hemp range) come with a 100% guarantee. If a product is destroyed we will replace it with the same item or upgrade to a higher "chomper" rating if a product is not available. An upgrade option is available, ask for more details via email, before doing any purchase. Please get in touch via info@distripet.co.nz. Then send us the broken or destroyed product together with an addressed empty postal bag of the same size, so we can send you the replacement product. The Free Exchange Program does not cover shipping costs or courier fees.

All other products on our web shop are high quality and durable. We are of strong believe that no dog toy is indestructible, but we aim to have a high customer satisfaction on any purchase done.

Gift and Loyalty Cards, Discount and Gift Vouchers

Gift and Loyalty Cards, Discount and Gift Vouchers all have the same terms and conditions.

They are redeemable for merchandise sold at www.distripet.co.nz. Each can only be used only once and has an expiry date, or valid period printed or recorded. Once it has expired, it is no longer valid and any transaction will be declined. Note that lost or stolen vouchers cannot be replaced. The vouchers cannot be exchanged for cash or be used for any other purpose. A purchase using these, is as if the purchase was made by way of cash payment.

They are not legal tender, account cards, credit or debit cards or securities. They will be void and will not be redeemable if they are defaced, mutilated, altered or tampered with in any way.

If you wish to return goods you purchased them from with these, it is not possible to reimburse funds to the card. A new voucher will be provided or credit subject to the terms and conditions under which the original purchase was made at the shop.

Vouchers or Gift cards are individual items and the use of any combination may not be possible depending on the item for sale.

Changes to content

Changes or updates to the content of this site (including these terms and conditions) may occur at any time without prior notice to you. Such changes will become effective immediately upon their posting on the site. It is your responsibility to monitor any changes to the material and the information contained on this website.

We may alter these terms and conditions at any time. Any revisions will be posted on the website and it will be your responsibility to review these terms from time to time to ensure compliance

Access to the website and account

We reserve the right to withdraw or amend the service provided on this site without notice and will not be liable if for any reason this site is unavailable at any time for any period.

We may restrict access to some parts of this website to users who have registered with us.

Abuse of our website, any of the information published and/or its digital content, will result in closure of your account. Closed accounts cannot be reopened. Any active orders (paid or unpaid), on-account credits, will be made void with no refunds possible. If the account was used for business purpose, by having more than one login, associate accounts for that same business will be locked out automatically. An account that has been locked out or closed shall not be able to return products or exchange any products to Distripet NZ LTD.

Associate locked-out accounts can be restated only via a written request and after Distripet's vetting. An independent review may be requested and related costs must be paid upfront and in full.

Contact

Should you wish to contact us with any comments or queries you will be able to at info@distripet.co.nz or via phone 022 1971 855.

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