

Return Policy

All sales are final. Please select your items carefully and study the datasheets before you buy. We do not *have to* take items back if you made the wrong purchasing decision.

We will however work with you where possible and if it does not fit the bill or you have changed your mind, we want to give you the opportunity to return items to us for refund or exchange (costs apply).

This document sets out our policy and rules relating to returns.

1. When your goods arrive, as per our T&C's you must inspect the delivery to make sure it is complete and in accordance with your order. **You have 10 days from the date of purchase** (the date on the invoice) to let us know of any issues and / or if you wish to return any items. If you do want to return items, you must lodge a return request via our web store within those 10 days.
2. A restocking and handling fee of NZD 40+GST or 20% of the value of the goods (which ever is greater) will be deducted from any refund. This restocking / handling fee will be waived if you are upgrading to a unit of equal or higher value and an alternative purchase is made (exchange).
3. Any goods to return must be received by us no later than 14 days after submission of the return request.
4. Upon receipt of the returned goods, the goods will be tested and evaluated. To be eligible for a refund, the returned goods must be received by us unused, in the original unmarked packaging and without transport damage.
5. If the free freight option was used on the original purchase, there will be a charge for freight deducted from any refund
6. Some products cannot be returned. This includes batteries and products without serial numbers (cables, fuses, installation accessories etc.)