

# Terms & Conditions

## Flat-packs

Please note that any warranty or guarantee given with our products normally, would not be given with flat-pack products.

A call-out/fixing fee is applicable if you require a member of our team to come and help you /fix anything that might've gone askew in the self-assembly.

## Order Cancellations

Cancellation of the order anytime after order has been placed & confirmed (deposit payment) still requires the full payment to be made.

If the order has been confirmed but not yet manufactured we may be lenient, this is on a case by case basis and not promised.

## Order Changes

Major change of order in the time period between order confirmation (deposit payment) and delivery/pickup date still requires the full payment of what was originally quoted and agreed upon to be made, plus any additional costs the change may incur.

The main time frame for changes and decisions is before the order is confirmed. Our team are more than happy to spend as long as you like discussing different options and price points to make sure the final order placed is one you are happy with, to minimise the chance of new changes occurring later in the process.

## Deposits

Orders are not placed into the system until we have received the deposit of 10% minimum (case by case if no deposit was required).

Deposits are non-refundable, cancellation of the order for any reason will not affect this.

## **Payment**

Payment is due in full upon receiving any invoices unless specifically discussed otherwise with authorised personnel.

Full payment must be made at least 7 days prior to delivery and assembly or collection of goods.

Delivery/Collection of goods will not be scheduled until we are in receipt of full payment.

All goods remain the property of Kiwi Cabins until full payment is received.

## **Debt Collection/Recovery**

We are partnered with Marshall Freeman Debt Recovery. If we intend to employ a debt collector for your case we will get in contact with you to inform you of our intentions.

Please note if we have to recover payment via Marshall Freeman it will be the full sum plus service fees (20% + GST).

## **Warranty & Repairs**

Most of our products come under our standard three-year warranty. Our warranty is a service style warranty as opposed to a money-back situation.

Please note that any warranty given will not cover consumer faults or acts of God (weather, natural disaster etc.) but that we will still come out and fix these faults for you at consumer cost.

Fixes/Repairs are sometimes just necessary, everything from the unlevel ground making doors warp to the kids accidentally backing into the corner of the shed when they're learning how to drive. Who better to fix a Kiwi Cabins product than the Kiwi Cabins team themselves, we know our products – we built them for you, so we can fix them for you.

## **Timber Disclaimer**

Timber is a natural product with natural characteristics such as; colour variations, warping, shakes, splits, knots, knot holes, and varying surface finishes.

We supply timber products designed for external garden use, and as such our designs take into account timber's natural characteristics and properties when designing for structural integrity.

All timbers are checked prior to shipment. Between the point of shipment and assembly, the characteristics of timbers may adjust, sometimes this is more evident in pressure treated sections, due to the manufacturing process. Once assembled timbers may continue to adjust to environmental factors such as the weather and load. If you require a smoother finish you may wish to sand some of the timber, but this is an individual choice. Splits and cracks in wood are typical and are part of the integrity of the timber and cannot be guaranteed against

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Sam Annison Enterprises trading as Kiwi Cabins reserves the right to modify existing and create additional points to the above T&Cs.

**If you have any questions or complaints, your point of contact is;**

Sam Annison - 022 601 3656

Abigail Annison - 022 153 2410

Kiwi Cabins General - 07 974 0126

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