

# Terms and Conditions

These terms are issued by Kai Carrier and are effective from 1st March 2016. They cover the use of our website – [www.kaicarrier.co.nz](http://www.kaicarrier.co.nz), as well as any Kai Carrier online properties accessible from this website. Use includes visits to our site, purchases on our site, participation in our database and promotions. These terms of use apply to you when you use our website. Please read these terms carefully.

## Refunds and Returns Policy

Refunds will be processed back to the original payment method within 3-5 working days of us receiving the return.

We do not refund your freight costs. If your order qualified for free freight we will deduct the freight amount you would have paid from your refund amount.

We cannot accept any goods that have been used, have their labels removed, altered or damaged and we can only accept items returned if they are within their original product packaging and are in a resaleable condition as determined by Kai Carrier.

We cannot accept responsibility for returns that are sent by non-traceable postage methods and are not received by us. Understandably, without the items we cannot issue an exchange or refund.

Exchanged items can only be dispatched after the returned goods have been received in accordance with the returns policy. Please be aware that you will incur an additional freight charge for the delivery of the replacement item (unless the item was faulty, damaged, or sent to you in error).

Kai Carrier reserve the right to refuse an order due to technical problems occurring in pricing, stock holding or any other technical issue. The customer will have the choice to pay the balance owing to receive the item(s) or to cancel the order.

## Faulty Products

We do our very best to ensure that all our products reach our customers in perfect condition. We strongly advise all customers to check goods thoroughly upon delivery.

In the unlikely event that you receive a faulty product please let us know within 3 months of the purchase date, otherwise we will not be able to offer a replacement. Please email [kylie@kaicarrier.co.nz](mailto:kylie@kaicarrier.co.nz) with details of the fault, a photo and your order name or number.

## Missing or Late Orders

If you haven't received your order (in New Zealand) within 14 days of placing it – please contact us at [kylie@kaicarrier.co.nz](mailto:kylie@kaicarrier.co.nz) so we can follow it up. If you fail to contact us within 30 days of placing your order, we might not be able to follow this up. For international orders please allow 1 months for your order to get to you.

Please note, Kai Carrier has no control over postage times once your order has left our premises.

## Shipping

We send orders out on Mondays, Wednesdays and Fridays by courier or NZ post. You are liable for all postage charges. We hold no responsibility for orders lost during transit.

## Products and Prices

Prices for our products are displayed in New Zealand dollars including GST (15%) and are subject to change without 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.

By making this purchase you are agreeing that you will not resell our product without our prior written consent and that you will be held responsible to keep the small original white lids out of the reach of children and infants. We will not be held responsible for any harm caused to children and infants. Products are available online through the website. These products may have limited quantities and are subject to return or exchange only according to our Return Policy. We have made every effort to display as accurately as possible the colours and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any colour will be accurate. We reserve the right, but are not obligated, to limit the sales of our products to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products that we offer. All descriptions of products or product pricing are subject to change at any time without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product made on this site is void where prohibited.

We do not warrant that the quality of any products purchased or obtained by you will meet your expectations.

We reserve the right to refuse or cancel any orders.

## Accuracy of Billing and Account Information

In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors. You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your e-mail address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed. For more detail, please review our Returns Policy.

## General Conditions

We reserve the right to refuse service to anyone for any reason at any time. You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirement of connecting networks or devices. Credit card information is always encrypted during transfer over networks. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service's provided, without express written permission by us. The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

Our website is intended to provide information for people shopping our products and accessing our services, including making purchases via our website and registering on our database to receive e-mails from us.

While we endeavour to supply accurate information on this site, errors and omissions may occur. Kai Carrier does not accept any liability, direct or indirect, for any loss or damage which may directly or indirectly result from any advice, opinion, information, representation or omission whether negligent or otherwise, contained on this site. You are solely responsible for the actions you take in reliance on the content on, or accessed, through this site.

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Kai Carrier reserves the right to make changes to the content on this site at any time and without notice.

To the extent permitted by New Zealand law, Kai Carrier makes no warranties in relation to the merchantability, fitness for purpose, freedom from computer virus, accuracy or availability of this web site or any other web site.

This website is governed by, and is to be interpreted in accordance with, the laws of New Zealand.

Kai Carrier reserves the right to alter, modify or update these terms of use. These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.

### Contact Information

Questions about our Terms and Conditions should be sent to [kylie@kaicarrier.co.nz](mailto:kylie@kaicarrier.co.nz).