

# WeDeliverPetFood.co.nz

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## Terms and Conditions

### Payment Methods

Payment may be completed online with a payment provider (PayPal), or with On-line or Manual Bank Deposit with a reference (invoice) number attached / recorded, or by cheque / post, with reference details including your postal address clearly written on the back of the cheque. Failure to attach a reference number may result in additional delays to your order.

[WeDeliverPetfood.co.nz](http://WeDeliverPetfood.co.nz) uses PayPal or we accept Direct Internet Banking.

If using Internet Banking, please use the invoice number as a reference number. This will help to keep the process as efficient as possible. Once the deposit / payment is complete, please advise us by email with your reference number, please forward your details to [admin@WeDeliverPetfood.co.nz](mailto:admin@WeDeliverPetfood.co.nz)

All PayPal payments will automatically generate a confirmation e-mail with references attached and the orders will be despatched the same or the next business day\*.

### 100% Guaranteed

If it's not right we will make it right. "**SERVICE IS NOT OLD FASHIONED**, it just goes without saying".

All of our suppliers go through rigorous quality control checks. While every effort is made to make sure that everything is perfect, occasionally problems do occur. If you feel that things could have been better with regard to your purchase, then we want to hear from you.

If there is a problem, please contact us and we will make it right. We want you to be 100% happy with your dealings with us so you will tell your friends and they will want to try us. Thus helping us continue to provide top quality service with premium quality products at a reasonable price to pet lovers throughout New Zealand.

You will find our contact details at "**Contact Us**"

### Returns Policy

A full refund will be provided to any goods returned to our warehouse, unopened in their original packaging and within 30 days. Shipping expenses, in both directions, are not refundable.

If the goods you receive are faulty, we will replace those goods if they are returned to our warehouse within 30 days of purchase. Reimbursement for shipping expenses will be up to the value of the original quoted shipping cost. After 30 days returns and refunds are subject to due consideration on an individual basis.

## **Delivery Times**

We will process your order within 2 business day following payment in cleared funds. Payment by online banking cannot be checked until the next business day. We will send you an email notifying you when your order has been shipped. Please allow up to 2-3 days for delivery.

WeDeliverPetfood.co.nz can deliver to all four corners of New Zealand, North and South Islands as well as the major local outer islands by arrangement.

All our product items are priced less freight. Freight pricing options are available at the "Checkout", before the final stage. This means that if it is not acceptable to you, you have the opportunity to cancel the order and not proceed with any form of payment.

FIXED quoted options for all products include New Zealand North & South Islands, Metro / Urban / Rural. We can arrange delivery to The Chatham's, Waiheke and Stewart Islands' by arrangement. Please contact us at "admin@WeDeliverPetfood.co.nz" to obtain a fixed quote. As other contractors are involved these fares can fluctuate so please confirm before you place an order.

Once you have placed your order and payment has been confirmed, your order will be dispatched within 24 hrs (Mon - Fri). This should result in delivery the next business day (Metro / Urban) and two business days for rural delivery.

## **Late Delivery**

If you feel that we are taking too long getting your order to you, please phone or e-mail us with your order / reference number and we can run a trace and should be able to give you a definite delivery update. Please keep in mind, your order may not be picked up by the courier until the day after you placed it, and while it should only be 24 to 36 hrs with the courier, occasionally it does take longer. If you are still waiting, then yes, please ring or e-mail us and we will get you an answer.

## **Excuses**

We try and keep all products in stock and in the event of them not being available, we do our best to keep all site listings current and up to date, BUT.... because things happen, unforeseen delays may occur and occasionally we may not be able to source or supply an item. In this event we will work with you to find a resolution you are happy with. We can offer an alternative size, at a prorata price, an alternative product or if you prefer a complete refund. To see our Guarantee, please refer to the "INFO" tab - "About Us".