



Terms and Conditions of Purchase Stone Store Online

We will endeavour to supply the orders placed on this site but cannot guarantee supply. We will charge you the retail price shown on the site at the time of order plus any delivery and handling charges. A confirmation of your purchase will be sent by email to you. We will meet our obligations as set out in the *Fair Trading Act 1986* and the *Consumer Guarantees Act 1993*. In the event of any dispute, New Zealand law will apply in reaching a resolution.

- Supply of goods is on a firm sale basis. Please print and keep a copy of your purchase confirmation.
- Any return of goods is subject to our Returns Policy.
- Payment terms are by credit card and in New Zealand dollars only.
- Dispatch of orders is subject to stock availability, you will be advised if a product is unavailable.
- Discounts and special offers are not cumulative, and are not retrospective
- All prices include GST.

PAYMENT

Ordering and Payment

You can place an order online and pay for it by following the online credit card transaction service through our secure server.

We will contact you to advise if any part of your order is unable to be supplied, and how long it will be before we may be able to complete your order. We are happy to part-fill your order on request.

Credit Cards

We accept Visa and Mastercard. All online credit card transactions are secured with SSL encryption and are handled by DPS which is certified by the banks in New Zealand. No credit card details are held on any of our systems or in any paper format.

All charges are made in New Zealand dollars. Your bank will undertake currency conversions at the prevailing exchange rate when charging your credit card.

Postage and handling

New Zealand Couriers is used to deliver packages within New Zealand; and New Zealand Post is used for all international deliveries and for fragile items such as china. Please note that freight/postage costs are subject to change. We will contact you if the freight/postage cost differs from the price stated on the website.

Postage and handling charges are applied individually to each item as stated on the website. The postage and handling charge for the total order accumulates as you add items to your shopping cart. The charge is automatically calculated and depends on the weight of the item and its final destination.

Personal details

When you buy from our Shop, or otherwise enter into a business or professional relationship with NZHPT we respect your privacy. We do not sell, trade or share this information with anyone outside the NZHPT without your permission. Read our Privacy Policy for more information.

You will only receive Shop news (email), special offers and related information if you have expressly signed up for a newsletter through our website, or by other means where you have given us permission to contact you in this way. We do not otherwise hold or store personal information about our customers for longer than is required to fulfil your order, any obligations that may arise from that transaction, or may be expected under New Zealand law.

Addressing

Please check your address details **including** your email address before completing store checkout. An email confirmation of your order will be sent to the address you supply. If you supply a fake or incorrect email address we are unable to process your order.

If your package is found to have been misaddressed by NZHPT, then we are responsible for its replacement and redelivery. If you have given an insufficient or incorrect address, then NZHPT will not refund or resend the product, and you are responsible for costs for correcting delivery.

New Zealand Delivery:

NZ deliveries are usually made within 10 business days of receipt of your order. We use New Zealand Couriers to deliver most items, and New Zealand Post for fragile items such as china. .At peak times such as Christmas or special occasions, deliveries may take longer due to the volume of freight moving around New Zealand.

All orders can be tracked. If any delivery is lost or damaged in transit, we will replace the order. Delivery is complete when the goods reach the address specified for delivery. If we are out of stock of the item, we will refund the purchase price of the item. For details on damaged items please see our [Returns policy](#).

All orders within New Zealand may be tracked. Any queries or problems with the order and delivery process please email shop@historic.org.nz including "Order Query" in the subject line.

International Delivery:

All orders will be dispatched by international airmail within five business days to country of destination. Allow approximately 21 days for delivery to most international destinations. We use New Zealand Post (international airmail). All international orders are processed in NZ dollars. Your credit card company may apply foreign exchange fees on the transaction, and the cost will be related to the exchange rate at the time of the purchase.

All orders can be tracked. Delivery is complete when the goods reach the address specified for delivery. International Delivery costs are calculated automatically based on the delivery country and the combined weight of your purchase(s). The cost will be displayed on the 'Checkout' order confirmation page.

If any delivery is lost or damaged in transit, we will replace the item. If we are out of stock of the item, we will refund the purchase price of the item. For details on damaged items please see our [Returns policy](#).

You may be subject to import duties and taxes, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information. Additionally, when ordering from Stone Store Online, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods.

Order cancellation

The NZHPT reserves the right to cancel orders that we believe are fraudulent or constitute a misuse or an inappropriate promotional or marketing activity such as pyramid selling or network marketing.

You may cancel your order provided that your cancellation reaches us before the goods are despatched. Once goods are despatched, they cannot be recalled. You will need to email shop@historic.org.nz with "order cancellation" in the subject line within 24 hours of the original order.

RETURNS POLICY

Consumer Guarantee

All purchases from this site are covered by the New Zealand *Consumer Guarantees Act* 1993. The Act guarantees that any goods purchased for personal use may be returned for repair, replacement or refund of purchase price if they are considered faulty, within a reasonable period of time as defined by Act.

The Act does not apply to business customers purchasing products for the purpose of a business.

Limitation of Liability

The New Zealand Historic Places Trust is not liable to the customer for any incidental, indirect, special or consequential damages arising out of or in connection with the purchase, use, or performance of products, even where we may have been advised of their possibility. The maximum liability will not exceed the cost of the original order.

We do our best to describe the products as accurately as possible and use good quality photographs for demonstration. Variances can occur between different screens and screen settings and we cannot be held responsible for such variations.

Product Returns, Exchanges and Refunds

We hope you will be delighted with your purchases from the Stone Store On-line.

Damaged or defective merchandise and incorrect orders

If your purchase arrives damaged or defective, or if we have sent you the wrong product, please email shop@historic.org.nz within 10 days of delivery. We will happily replace the items to the value of your order. Refunds are at our discretion and may depend on the product. Postage and handling charges are not refundable.

Exchanges

If you would like to exchange a product, please email us at shop@historic.org.nz within 10 days of delivery including "Product Exchange" in the subject line with details of your purchase order, the product you wish to return and the reason(s) why you wish to return it. We will advise you about the process to follow – each is taken on a case-by-case basis depending on the product you wish to return and why. Exchanges are made at our discretion and any difference in price will need to be met along with the relevant postage and handling charge. We do not normally, and are not obliged to exchange or refund purchases because you have changed your mind.

International returns

Please email shop@historic.org.nz within 10 days of delivery including "Product Exchange" in the subject line with details of your purchase order, the product you wish to return and the reason(s) why you wish to return it

We will advise you about the correct procedure to follow. We do not have a standard procedure for international returns because this will depend on what country you are from and the value of your order.

International duties and taxes

All taxes and duties, which may be levied by the government in the country you reside, are your responsibility. These differ considerably from country to country so if you are concerned we recommend you contact your local revenue office. In cases of faulty or damaged products or if we have sent you the wrong product we will refund any taxes and duties incurred, where a receipt is provided. We do not refund any taxes or duties on exchanges not relating to faulty or damaged products or products.

Goods & Services Tax

All prices include GST. Your email notification confirming your order is your GST Invoice/Receipt.

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