

Agritrade – Summary of Delivery/Return Provisions in Terms of Trade

This document summarises key provisions of our Terms of Trade in relation to delivery and credit/returns. It does not modify or override our Terms of Trade, which apply to all transactions.

Delivery of Goods

Orders under \$250.00 excl GST may incur additional freight charges.

In the event of loss or damage in transit or a shortfall in the specified quantity of the goods, you are responsible for advising Agritrade by email agritrade@nzagritrade.co.nz immediately, of the particulars of the consignment and the nature of the loss or damage or shortfall.

Returns

If you are not completely satisfied with an item, you may return it within 30 days from the date received. To return an item you must contact us by email agritrade@nzagritrade.co.nz for approval and shipping instructions. Returns that are sent to us without prior approval may have processing delays and will be charged an additional 10% processing fee.

To be eligible for a return, unless damaged, defective, or incorrect item received, the product must:

- be unused and in the same condition that you received it
- be in the original, unopened packaging and include all accessories
- not require refrigeration, and/or are not close to any expiry date (as determined by us)
- not have transport labels placed directly onto product packaging. Labels placed directly onto product packaging will void any refund/credit request
- not be:
 - o sold by us as agent for a third party;
 - o custom-made;
 - o or procured for you; or
 - o supplied under a quote

Return freight will be covered by the customer.

Where, as a result of Agritrade's act, omission or negligence, any product that is damaged, defective or does not materially conform to our description or the incorrect item was received, we will cover shipping and waive any restocking fee.

Credit

Once we receive your returned item, we will inspect it and notify you that we have received your returned item. *We will notify you on the status of your refund promptly after inspecting the item.*

For valid returns, we will credit your account for a sum equal to the cost of the product, less a restocking fee for freight and handling. The current restocking fee is 15% of the purchase price.

Missing, Damaged, Defective or Incorrect Item Sent

Please contact us by email agritrade@nzagritrade.co.nz within 5 business days of product receipt so our customer service team can explain what steps need to be taken. Refer clause 10 of our customer terms of trade.

Typographical Errors

We reserve the right to correct any typographical or clerical errors in any prices invoiced.

Refer to our website <https://www.nzagritrade.co.nz> for the full customer terms of trade.