

## Terms and conditions

### General

“Starex” shall mean Starex Manufacturing 2006 Ltd here in these terms and conditions.

Starex has taken care to ensure the published information is correct at the time of publication and Starex cannot take responsibility for any variation in colours depicted on your computer or printing material. Information is continually updated and improved and may be updated without notice. Starex reserves the right to be able to cancel or withdraw an order made online whereby the pricing or information has been made in error.

Advice is given on the basis of previous experience and at the time of giving any advice all the issues and parameters around the advice is an indication only.

### Acceptance

Any instructions received by Starex from the customer for the supply of goods and/or the customer’s acceptance of goods supplied by Starex shall constitute acceptance of these terms and conditions. All orders that continue through the confirmation process via the online process signify your acceptance of these terms and conditions.

### Pricing, Quoting and Payment

All prices on the Starex website are given in New Zealand dollars and exclude GST and delivery costs unless otherwise stated.

Quoted prices remain firm for 60 days from the quotation date.

Starex reserves the right to revise this quotation if any changes or additions are made to the details originally submitted.

The quotation is based on the information supplied by the customer. Furthermore, it is based on the customer details (as supplied by the customer), terms and conditions, drawings and specifications as submitted at the time.

Quoted freight prices are based on the customer receiving address with a one person delivery unless otherwise specified. Two or more person deliveries, rural deliveries, placement and other delivery requests will be quoted by Starex and to be confirmed upon order acceptance.

Our two payment options are [Pay by credit card](#) or [Please Invoice me](#).

A deposit of 50% is required before production can take place. Once the deposit is received our standard lead time of 6-8 weeks applies.

All remaining monies are to be paid within 14 days of the completion of the order unless prior written agreement has been entered into.

All goods remain the property of Starex until such time as all monies owed have been paid.

### Availability

At Starex we manufacture all our products to order, which means we make it especially for you.

Our standard lead time is 6-8 weeks from confirmation of the order. This may vary due to the factory capacity and/or availability of the materials at the time of the order.

### Delivery

All freight is priced based on the delivery address supplied by the customer using a one person delivery unless otherwise specified.

In addition to the lead time for your furniture manufacture, please allow:

1-3 working days for delivery within the Bay of Plenty or Auckland areas

5-10 working days for delivery to the South Island and the rest of New Zealand.

Any delivery times provided by Starex are estimates and provided in good faith and are not a binding contract to deliver by a specified time.

Please ensure you inspect the goods prior to signing acceptance on any documentation. Starex cannot be held responsible for any damage incurred in transit and any documentation of acceptance that is signed forfeits a claim.

For all goods collected by the customer, Starex relinquishes responsibility once the goods leave the factory.

### Online Processing

We welcome orders on our website and this is a quick process. Freight prices via this process are indicative only and will be confirmed with you. Placing the order via the website confirms your acceptance of our terms and conditions.

### Cancellations

Items ordered via our website are unable to be cancelled after we have begun manufacture.

Cancellation of orders for custom built/goods made to the customers specification, will not be accepted from the order confirmation.

### Privacy

We are committed to protecting our customer’s privacy.

The customer authorises Starex to collect, retain and use any information about the customer for the purpose of processing and delivery orders for goods.

Starex will never distribute any personal information to third parties under any circumstances compliant to the Privacy Act 1993.

### Returns

Products that are custom built/specifically manufactured for the customer cannot be returned for a credit.

If an item is damaged during transit and documentation of acceptance is signed for the goods, the goods cannot be returned for a credit.

Faulty items will be accepted if the goods were faulty when delivered to you.

All items returned as faulty will be inspected on receipt and any items that appear to have been damaged or used by the customer will not be accepted as faulty. We will not accept returns for any non-faulty items that have been used or incurred wear and tear.

If you wish to be sent a replacement, please make your request clear when contacting [starex@starex.co.nz](mailto:starex@starex.co.nz) about the fault. All claims should be in writing within 48 hours of delivery. Returns of faulty goods must be returned to us within 14 days of being received by you. In case we cannot offer you a replacement, you will have the choice of receiving a credit note or a refund to the value of the item

### Installations

Please note; Installation is not included as part of this quote. If you would like Starex to offer an installation service this will come at an additional cost. An hourly rate of \$75.00 + GST per hour plus materials and travel expenses. Each installation will be unique and therefore we cannot provide a quote prior to works being carried out. Hours and expenses will be logged by Starex and charged out after the installation is carried out. Please contact our Starex office to arrange any installation works 4-6 weeks in advance on 0800 575 4247.

I accept this quote and understand the terms and conditions on behalf of:

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And I am authorised to do so.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Dated: \_\_\_\_\_

Reference: \_\_\_\_\_