

Store Policies

GST

Prices are inclusive of GST and a tax invoice will be provided.

AFTER SALES

We endeavour to have happy customers. If you have any problems during the transaction, installation or after purchase please contact us. We will do our best to answer your questions or help you with your product.

Most problems arise as a result of poor installation, or product not suitable for the application. Please read instructions carefully, use a qualified tradesperson, and ask questions before you buy.

And finally, please place feedback after the transaction has been completed.

We pride ourselves on high standards and good service. Please tell others of your positive experiences, and tell us first if your experience is less than excellent so we can have an opportunity to rectify and make your experience better if we do slip up!

RETURNS

If the product needs to be returned we will give you full instructions for return. A Return Authority must be obtained before return and we cannot be held responsible for product returned without appropriate paperwork accompanying it.

Refunds will only cover the cost of the goods only, not the cost of return or any other costs incurred unless stated otherwise at the time of return authorisation.

Request for return must be received no more than 3 days after delivery of goods. We reserve the right to request any information we deem necessary to determine validity of return. We reserve the right to refuse return.

If return is accepted by us, goods must be returned unused, with full original packaging and manuals and packaging must be undamaged. The product must be in a resaleable condition including the packaging.

Goods damaged in transit may not necessarily be replaced with new goods and may be repaired provided the repair does not alter the appearance or performance of the goods. Such repair or replacement is in our sole discretion.

WARRANTY

Warranty conditions will be as stated in the auction. Warranty covers failure due to manufacturer's defect in parts or of assembly. The warranty does not cover normal wear and tear, weather damage, abuse of the product or requiring the product to work beyond its duty points.

You are encouraged to contact us before purchase to ensure your product selection is appropriate for application and required performance.

The warranty is only applicable if the pump has been used for the correct application and within all operating instructions and performance expectations as detailed in the auction and in the user manual.

The warranty is provided to the original owner and is not transferable.

WARRANTY DETERMINATION

If the product should fail during the warranty period it is the responsibility of the purchaser to return the complete pump and provide proof of purchase. The pump must not have been dismantled, modified or tampered with in any way.

The purchaser will bear all costs of return. Determination of warranty is at the sole discretion of Pump & Purify and we reserve the right to seek any information required either from the purchaser or our manufacturer in order to determine a correct and safe outcome.

The product will be repaired or replaced at the sole discretion of Pump & Purify if found to be covered by the warranty. Pump & Purify are only obliged to replace the pump with one of similar age and wear if the pump is covered by warranty and not repairable. The replacement or repaired pump will be covered by the remainder of the first warranty period including where the pump is replaced by a new pump.

The following is not covered by warranty:

- Damage to external paint finish of the pump unless it affects the performance
- Weather damage as a result of the pump being situated outside or not appropriately protected by the weather
- Damage caused by any modification, or accessory not supplied by Pump & Purify
- Damage caused by insects or animals

- Electrical damage caused by any voltage fluctuations, supply problems or weather related conditions
- Damage caused by accident, misuse, abuse, neglect or lack of maintenance. All warranty will be void if the product is modified in any way whether the failure is as a result of such modifications or not.
- Use of product for purpose other than stated in the auction
- Incorrect installation whether it results in the failure or not
- Abrasive or corrosive liquids in contact with any parts which are incompatible with the materials of the product whether the failure is as a result of this or not.

Goods must be installed by a qualified technician and in compliance with the Laws of New Zealand.

We reserve the right to sight the installer's invoice and discuss any aspect of the installation or claim with that installer.

This is a legal requirement to ensure that all NZ laws for electrical installation and compliance are complied with. DIY is the buyer's risk.

PRIVACY

We reserve the right to collect and use any data provided to us for our own marketing, sales or database purposes. This will be held in strict confidence and security, and will not be sold or otherwise passed on to any other database entity.

CANCELLATION OF PURCHASE

If you do not wish to complete the purchase, please contact us within 3 days of the auction. We will not post negative feedback or charge you in any way should you decide you do not require the product before payment is made.

Once payment is made, the sale is unable to be cancelled, and falls under the requirements listed in our Returns Policy.

We will make every effort to cancel a transaction after payment has been made for genuine reasons, however if shipping has commenced, shipping costs will not be refunded on return of the product.

MISCELLANEOUS

Pump & Purify complies with NZ laws and all sales are subject to NZ Laws. Products sold and sent overseas are not covered by NZ laws and the buyer accepts Pump & Purify will not be bound by any laws in the country of destination. Warranty is valid for pumps installed in NZ only.

SHIPPING

It is the responsibility of the buyer to ensure the correct address is given.

Items will only be shipped after full payment has been received and identified by us.

We are not liable to any loss, theft or damage to goods in transit resulting in delay.

We can ship to a physical address or to a PO Box.

Shipping costs and expected delivery time will be displayed on the auction. Where shipping is free it is in our sole discretion as to service provider and time frame.

Generally, we use Courier Post. We use Mainfreight for consignments that are too large for delivery by Courier Post.

You will receive a confirmation email with your tracking details once the order has been despatched.

If you require any other service charges may apply.

TRANSIT DAMAGE

We take great care to ensure your products are well packed. However sometimes damage does occur.

Products must be inspected upon arrival and any damage must be reported to us immediately. We reserve the right to refuse any claim after this period. We reserve the right to request photos and any other information to determine cause of damage.

Product determined at our sole discretion to be damaged as a result of delivery to you will be replaced within 5 working days or your money will be refunded if the product is unavailable (ie out of stock or end of stock lines). No compensation of any other kind will be payable.

Pickups

Customers are welcome to pick-up their products from us by appointment only at:

Pump & Purify
94 Bycroft Road
Karaka
Auckland

Please phone us on 09 294 7555 to arrange.