

Website - Pricing Policy

This page is designed to give our customers additional transparency and visibility. While other companies try to keep their pricing policies a mystery, we believe in empowering our customers through fostering trust. Below, you'll find an explanation for every service charge, every fee, and every exception to the rule.

Service Call:

The service call includes any and all trips to your location, any and all return visits if necessary, and the time it takes to diagnose the problem. Our policy also includes transparent quoted pricing, only after a thorough diagnosis has been performed.

2 For The Price of One:

If we're already at your house, we might as well make it worth your time. Within the same service call, we'll diagnose your original appliance and up to 1 additional appliances FREE of charge.

50% Off For 30 Days:

As our way of saying thanks, with your paid repair or service call, you'll get 50% OFF any future service call fee, for up to 30 days.

Free Reschedule For Up To 30 Days:

It rarely happens, but if the problem doesn't present itself during our first visit, have no fear! We will return at no additional charge to recheck it for up to 30 days. Give us a call and we'll reschedule your appointment.

Accepted Forms of Payment:

We gladly accept Cash, Check, MasterCard, Visa, Direct Credit. All services are performed on a C.O.D. basis.

When Ordering Parts:

Although we carry certain stock in our vans, it is sometimes necessary to order parts. If your appliance does require a order, your parts will be ordered the same day, while shipping usually takes between 3 and 14 working days. (Your job quote includes standard shipping, however, should you request a rush order, we can arrange it at an additional cost.)

Refund Policy:

If your repair cannot be completed due to unforeseen changes in parts availability, you are eligible for a full refund of your deposit, minus your service call. (Please allow up to 10 working days for your refund to process.)

When Warranty Is Void:

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In the event you ask us to install a part that is not supplied by EASE Group Ltd; we cannot, under any circumstance, warranty or guarantee the repair. This includes additional parts or house trips needed to complete the repair.

Our Normal Rates:

The rate we deliver clients depends on a handful of different factors. Our current rates reflect the various costs involved in each repair. We maintain high standards and ensure that our company continues to be fair and competitive in the marketplace. Our goal has always been to provide superior customer care and service at a reasonable price. Please call our office for more details. 07 5784454

Stock

- **Stock availability:**

So we can provide the greatest range of products, EASE Group Ltd does not stock all products or large volumes of products listed on this site at all times. Product availability information is also provided by a number of third-party suppliers. EASE Group Ltd works with and relies on these third-parties to ensure the information on this website is as accurate as possible, however some errors and omissions can occur. EASE Group Ltd may change the range of products or the specification of any product at any time and without notice to customers.

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- **Product descriptions:**

EASE Group Ltd is always changing and improving our products, prices and information. Although we endeavour to ensure that the product and pricing information provided on this website is accurate, complete and current, EASE Group Ltd will not be responsible or liable for any inaccurate, incomplete or outdated information on this website. We also rely on information from our suppliers and product manufacturers and therefore the descriptions, illustrations and literature are not binding on EASE Group Ltd. Delivered products may differ from the images on this website.

Cancelling Orders

- **Inappropriate orders:**

EASE Group Ltd reserves the right to cancel orders that we believe may be fraudulent or inappropriate.

- **Cancelling orders:**

Where products are listed on our website with an incorrect price or information, EASE Group Ltd reserves the right to cancel the customer's order (regardless of whether the customer has paid for that order). If the customer has already paid for an order that is subsequently cancelled by EASE Group Ltd, we will refund the amount paid in relation to that order.

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Delivery

- **Delivery estimates:**

EASE Group Ltd endeavours to ensure that delivery timeframes are accurate. However the delivery times stated for products on this website assumes that stock levels are maintained and that the stock availability information provided by our suppliers is accurate. We also rely on delivery times not being adversely affected by unforeseen events. EASE Group Ltd will not be liable for any loss, expense or other damage directly or indirectly caused by any delay in delivery.

- **Delivery instructions:**

Customers can specify delivery instructions for orders and it will be delivered accordingly and at the customer's risk. EASE Group Ltd will not be responsible for any order that is delivered according to the customer's delivery instructions.

- **Dispatch:**

EASE Group Ltd will make every effort to dispatch orders within 3 business days from the day of payment for all products in stock. If EASE Group Ltd cannot dispatch a customer's order within the specified time frame, we will try to contact the customer and advise the expected dispatch date.

- **Weekends and Public Holidays:**

EASE Group Ltd is open on Saturdays 9am till 1pm and closed on Sundays and Public Holidays, therefore any order placed during these times will be processed on the next business day.

- **Instalments:**

EASE Group Ltd reserves the right to dispatch orders in instalments if necessary. Non-delivery of an instalment will not entitle customers to cancel the order in regards to any instalments already delivered. Customers may cancel any undelivered instalments up until the instalment is dispatched.

- **Addressing:**

- If EASE Group Ltd incorrectly addresses an order then we are responsible for the re-delivery of the order. If customers provide incorrect or insufficient address details, then all responsibility for correcting the delivery will be borne by the customer.

Delivery Issues:

- **Taking delivery:**

Before acknowledging delivery of an order to the carrier, customers must ensure that all packages listed on the carrier's note have been received. Any shortage or visible damage to the

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outer packaging should be recorded on the carrier's note.

- **Damage:**

Any visible damage to any outer packaging must be recorded on the carrier's note. Damage claims must be made within seven days of the delivery of products. EASE Group Ltd will not accept any liability for products damaged or lost in transit, however EASE Group Ltd should be advised of any issues.

- **Shortages:**

If there is a shortage in the number of products delivered, customers must notify EASE Group Ltd within seven days of delivery. Customers must also provide EASE Group Ltd with a reasonable opportunity to investigate their claim. Liability for shortages in the quantity of products is limited to making up the shortages.

Returning Products

- **Customer returns:**

Products supplied in accordance with a customer order can only be returned with the express approval of EASE Group Ltd. Requests to return products must be submitted within seven days from the date of delivery and the original invoice number must be quoted.

Delivery of returned products: Products that are accepted for either refund or credit must be returned at the customer's expense. Products must be sent to EASE Group Ltd store or warehouse in original condition and with original packaging. Returned products are the customer's responsibility until they reach EASE Group Ltd. EASE Group Ltd will not be responsible for any products lost or damaged in transit.

- **Refunds:**

All refunds are made at EASE Group Ltd discretion and will be in the form of the original payment method used by the customer.

Items can be returned for a refund (less handling fee of 20%) within 30 days of shipping.

Website Information and Usage

The contents of this website are provided for general information only. EASE Group Ltd has provided this information with reasonable care, however errors and omissions may occur. EASE Group Ltd does not accept any liability for any loss or damage which may result from any information or omission contained in this website. Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.

- **Website access:**

EASE Group Ltd grants customers permission to access and view for personal use only. Customers agree not to use any software, hardware or method to interfere with the proper

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functioning of this website.

- **Copyright and trademarks:**

Customers agree that the material they access and view on this website remains the property of EASE Group Ltd as defined by New Zealand and International Intellectual Property Laws. The customer agrees not to modify or alter any website content in any way.

- **Copyright infringement:**

If EASE Group Ltd is in any way infringing on the copyright of others, please email us at info@easegroup.co.nz

- **Changes to terms and conditions:**

EASE Group Ltd reserves the right to change these terms and conditions periodically by publishing the changes on the EASE Group Ltd website. All subsequent orders will be subject to the revised terms and conditions.

Legal Information

- **Our guarantee:**

EASE Group Ltd's liability for any defect in or failure of the products supplied, or for any loss, injury, or damage caused, is limited to replacing or repairing defects. Defects must have arisen from normal proper use and must relate to faulty design, materials or workmanship. This guarantee period is for twelve months from the date of supply, provided that ; (1) parts are properly installed according to applicable instructions , if any , or, (2) the part is fitted by a suitably qualified service person. Such defective parts are to be promptly returned to EASE Group Ltd. At the end of the guarantee period all liability on EASE Group Ltd part ceases.

- **Limitation of liability:**

Customers will indemnify EASE Group Ltd against any loss or damage to property or data, or injury arising from any product defect. EASE Group Ltd will not be liable to the customer for any incidental, indirect, financial, special or consequential damages arising out of or in connection with the purchase, use or performance of products. In no case will the maximum liability exceed the cost of the original product. EASE Group Ltd's liability under this contract and the guarantee of the product is limited to the customer named in this contract.

- **Errors:**

EASE Group Ltd is entitled at any time to correct any errors and omissions in any communications to a customer. These errors may not be discovered for up to thirty days after the products have been dispatched to the customer. EASE Group Ltd will notify the customer promptly of any error or omission discovered by EASE Group Ltd and give the customer the option of returning the products for a full refund.

- **Ownership:**

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Ownership of all products sold by EASE Group Ltd is retained by EASE Group Ltd until the customer has paid the full price for the products and delivery and service.

- **Risk:**

Once a customer's order has been delivered to the customer or delivered in accordance with the customer's delivery instructions, the customer assumes full responsibility for the products.

- **Compliance:**

Customers are responsible for obtaining any necessary permits required for any legislation, regulations or and rules that apply to the use of any products purchased from EASE Group Ltd.

- **Disputes:**

Any claims or disputes arising will be subject to arbitration in accordance with the Arbitration Act 1996.

- **Governing law:**

The laws and courts of New Zealand will govern these terms and conditions.