

Delivery Policy

Our aim is to dispatch all goods within 48 hours of order being received. Any back orders will be notified within 3 days with an estimated time of delivery provided to you.

Shipping Cost

Shipping is determined by size and weight of the products ordered. Additional shipping may be required for large products or bulk orders (we will contact you to arrange payment prior to shipping your order). Contact us in advance for a quote.

For National Overnight Shipping	–	Price to be advised
For National Shipping over 15kg	–	Price to be advised
For International Shipping (out of New Zealand)	–	Price to be advised

Our Guarantee

We guarantee all our products against manufacturing defects within the manufacturer's warranty period, and will repair or replace faulty products. The warranty does exclude the use of products that are outside their intended use, or where our products have been misused or damaged through accident.

1. Consumer Guarantees Act 1993: Where the provisions of the Consumer Guarantees Act 1993 apply, these terms will be read subject to the application of that Act, and in the case of any conflict, the provisions of that Act will apply.
2. Business Customers: The Consumer Guarantees Act 1993 does not apply to business customers (where "business" is as defined by the Act). Business customers agree that where products are purchased for the purpose of a business that the Act does not apply.
3. Refunds: Will be given at the discretion of company management. In the event that you are not satisfied with your purchase it may at the discretion of management, be returned for exchange or refund, this must be done within 14 days of purchase and in the original condition and in the original packaging with tags etc intact. In the first instant, please contact us to discuss your concerns.
4. Addressing: If a product is found to be addressed incorrectly by Alpeco Ltd then Alpeco Ltd shall be responsible for the re-delivery, replacement or refunding of the product. If the Customer is found to have given an incorrect or insufficient address, then Alpeco Ltd will not refund or resend the product and all responsibility for correcting delivery will be the Customer responsibility.

Read the full [Terms and Conditions](#) of Sale with Alpeco.

Sales Support

We pride ourselves on our product knowledge and choose products which we know are fit for purpose and tested to meet New Zealand conditions. If you have any questions please use the [Contact Us](#) form or call our team on **0800 (Alpeco) 257 326**

Custom Order Invoice Payments

You can now pay invoices online by credit card.

Follow the link below, then enter the amount to be paid along with the invoice number to proceed to the payment page.

You can pay by Bank Transfer to ANZ, Fenton St, Rotorua, Acc. No. 06 0413 0474220 00.

Liability and Indemnity

1. No liability for indirect loss: Alpeco Ltd shall not be liable for any consequential, indirect or special damage or loss of any kind whatsoever arising from or in relation to the Customer's use of, or inability to use this web ordering system or the delivery or failure to deliver any Products.
2. Indemnity: Notwithstanding any other term, the Customer agrees to indemnify Alpeco Ltd against all liabilities, losses, claims and expenses suffered or incurred by that member, and all claims and demands made against any member of Alpeco Ltd, arising directly or indirectly out of the Customer's use of Alpeco on line shop, any breach of these terms and conditions, or the delivery or failure to deliver any Products.

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We will delete your private information upon request, if you no longer want us to keep it. If you have any questions regarding our policy please feel free to [contact us](#).