

Small & Friendly LTD

We Freight Through out New Zealand

Terms And Conditions

Ordering

Standard **courier** deliveries will be dispatched same day for next day delivery if received by 3pm, otherwise will be dispatched the following morning, for next day delivery (our standard couriers don't guarantee same day delivery).

To place your **order** you can either:

Shop here online using **DPS** payment express with your credit card, also direct credit from your bank account is available.

Please be aware, we are a small New Zealand owned business, so sometimes products are out of stock for short periods of time. If anything in your **order** is currently out of stock, we'll email to let you know, let you know what the wait period is on the stock, and let you know about similar stock options in case you'd prefer to swap. We are also unable to offer a back order system of out of stock items, due to the costs involved of resending out items, however we will provide this service at your request but you will be liable for extra freight charges which must be paid to us before goods are dispatched. We only trade within New Zealand, we do not shop internationally.

Deliveries

Delivery Days: Monday – Friday, orders need to be by 2pm.

(Note: No deliveries on Weekends or Public Holidays)

Orders placed on the weekend or on Friday after 3pm will be treated as having been received on the next Monday.

We cannot send **orders** to PO box addresses. Couriers will not deliver to these. A physical address is required (work or home) for all deliveries. Please leave a note in the 'note to seller' field for any special delivery requests (safe place to leave if not going to be home etc, this is at your own risk if this is requested).

We cannot deliver goods to arrive at a specific time via our standard **courier rates**, and we are out of the pickup area to offer this service.

Our website can now weigh orders based on most of our products sold and will adjust the freight charges accordingly at the checkout and we will advise of any variations if required before dispatching your order. We only charge standard recommended price for our courier charges, these are the recommended by our courier company.

Rural Deliveries

Our system will add '**Rural Delivery**' as a 'courier charge' if you are ordering from a rural address or delivering to a rural address. Rural delivery costs us extra to send out so our system will increase this automatically over and above the standard delivery cost for your area. Deliveries to rural addresses can usually take 1-5 days more than standard deliveries.

Prices

1. Online prices include GST.
2. Prices are subject to change without notice and the price for any consignment shall be that ruling at the time of dispatch.

Payment/Refunds

1. Payment is due **BEFORE** the product is dispatched
2. All goods once dispatched are taken as sold, we accept no returns.
3. There will be no refund on goods unless they are found to be defective.
4. If goods are found to be defective Small And Friendly must be notified immediately. We pride ourselves on the quality of our products and will give a refund on goods if they have not been received in a satisfactory condition, **excluding** damage in transit.

Payment options

1. Online Credit Card – shop here and pay online using your **credit card**, or **DPS** payment express (we only accept Visa and MasterCard), the name that will appear on your credit card statement will be Small And Friendly.
2. Phone through your Credit Card – email your order to **smallandfriendly@ps.gen.nz** or phone us on **021 175 7832** with your order and pay by credit card over the phone.
3. Direct Credit – order online or email your order to **smallandfriendly@ps.gen.nz** or phone us on **021 175 7832** with your order and pay by direct credit to **small and friendly Ltd (trading as Small and friendly) ANZ 01-0403 0096377 00**. Please use your surname as the reference code. Your order will be processed **AFTER** payment has been received.
4. Other Payment options – should you require another payment option please phone us on **021 175 7832**. Orders will not be processed until after payment has been received.

Freight Claims/Damages

1. **Small and Friendly** will assist in making claims for freight damage as much as possible. **Small And Friendly** accepts no responsibility for products damaged during transport. We endeavor to pack the goods to minimize damage, but due to the delicate nature of the goods we cannot guarantee that they will always arrive intact.

2. All risk of loss of, or damage to, the products passes to you on delivery of the products to you.

3. We have no liability to you for any loss or damage (either direct, indirect or consequential, including any loss of profit) suffered by you or any other person as a result of us providing this service or any failure or delay in providing this service or the products ordered.

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YOUR ACCOUNT