

# ZINZINO NZ LTD SALES TERMS AND CONDITIONS ZINZINO 2022-09

## PRICES AND PAYMENT

All the mentioned prices are including GST. At checkout (online) and on the order form, the total price is including all fees, GST and shipping. Zinzino uses prepayment. For more information, see [zinzino.com](http://zinzino.com) under "Customer Service". You can make a payment to pay via bank transfer, as an interim direct deposit into Pitcher Partners Sydney Pty Ltd Trust Account. Bank Account details; St George Bank, Level 13, 182 George Street, Sydney NSW 2000. Swift: SGBLAU2S, BSB: 332027, Account no: 553643268, Account Name: Pitcher Partners Sydney Pty Ltd Trust Account. If you prefer to pay with Credit Card, we kindly ask you to contact our Customer Service +64 9866 0050 (opening hours 14:30 – 23:30 NZT). Please have your Partner/Customer ID available.

## RIGHT TO WITHDRAWAL

Zinzino offers the right to withdraw from this order within 30 days without giving any reason. To exercise the right of withdrawal, you must inform us (Zinzino) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, or e-mail). It must clearly appear that you are changing your mind. You will find contact information at the end of these terms and conditions.

**NOTE!** If you are a subscription customer, there may be other rules which apply to the right to withdraw. For more information about the terms and conditions, please refer to your terms and conditions.

When you want to invoke your right to rescind:

You are responsible for keeping the product in remarkable condition. You may not use it, but you may, of course, carefully examine it. If the goods are damaged, Zinzino has the right to demand compensation for the reduction in the value of the goods. If the goods disappear because of your negligence, you will lose your right to withdraw.

## TERMINATION FEE OF THE AGREEMENT

If you wish to end the agreement without having made 6 monthly payments, Zinzino has the right to charge you a fee of 75 NZD.

## GUARANTIES AND COMPLAINTS

The warranty is governed by the Australian consumer and purchase laws. Private customers are consumers. Partners and business customers are counted as business owners. For more information contact our Customer Service.

## PRIVACY POLICY

When you place an order with Zinzino you provide your personal data. By means of your customer registration and your order, you agree that we will store and use your data in order to perform the agreement with you. If you don't agree with us handling your personal information, or have other questions, please contact our Customer Service.

## DELIVERIES

We have the following delivery times after valid payment: via Parcel Post 3 business days and via Express Post the next business day. Longer delivery times for residents in rural areas can occur. Track information is available in the order overview on your personal page, to see your personal page log in via [zinzino.com](http://zinzino.com). Free shipping on all Prepaid Kits. Shipping fee TBA added to all other orders (optional Express delivery: TBA).

## UNCLAIMED PACKAGES

Unclaimed deliveries will be returned to us. If you wish to have your package delivered again, we will charge you the costs to send the package again. If you want the package sent as a separate delivery we will charge TBA as a shipping and handling fee. If you wish to have your package sent with your next delivery, the corresponding cost is TBA.

## RETURNS CUSTOMER (also independent Partners startup order.)

Returns are made at your own cost in the event of regretted purchases. If the goods are damaged or if we did not pack the right goods, Zinzino is obviously responsible for shipping charges.

Returns should be sent as letters or packages, not C.O.D. or postage due. Upon request, Zinzino will send a return label so as to facilitate the return. When you wish to make use of your right to regret, you must return the goods. Note that the products must be received by us in its entirety not later than 30 days after you have received your products. Enclose a filled-out return form. It is important that you contact Customer Service prior to returning your goods.

## RETURNS INDEPENDENT PARTNER (at startup order; see returns Customer)

Returns are made at your own cost in the event of regretted purchases. If the goods are damaged or if we did not pack the right goods, Zinzino is obviously responsible for shipping charges. Returns should be sent as letters or packages, not C.O.D. or postage due. Upon request, Zinzino will send a return document so as to facilitate the return. Any other administrative costs may be charged to the I.P. in the event of a return. When you wish to make use of your right to regret, you must return the goods. Note that the products must be received by us in its entirety not later than 30 days after you have received your products. It is important that you contact Partner Support prior to returning your goods.

## TOTAL SATISFACTION

We are confident that you will be completely satisfied with your purchase. In the unlikely event that you are not satisfied, please contact your reseller.

If you are still not satisfied, please contact Customer Service at: [customer.nz@zinzino.com](mailto:customer.nz@zinzino.com) or Partner Support: [support.nz@zinzino.com](mailto:support.nz@zinzino.com) or telephone +64 9866 0050 (opening hours 14:30 – 23:30 NZT). In conformity with our objective of customer satisfaction, we will deal with all customer enquiries within 48 hours and will try to resolve the problem as soon as possible.

## CONTACT INFORMATION

Customer Service & Partner support: +64 9866 0050 (opening hours 14:30 – 23:30 NZT). E-mail: [customer.nz@zinzino.com](mailto:customer.nz@zinzino.com) or Partner Support: [support.nz@zinzino.com](mailto:support.nz@zinzino.com)

## Postal address

Zinzino NZ Ltd,  
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45 Queen Street  
1010 Auckland New Zealand

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