

WELCOME to the **surmanti** website. For your protection and health we have implemented some rules and conditions. We realize that they do sound pretty stern, however be assured that we are a customer friendly company and we've built our reputation, and our business on developing long term relationships with our customers. Just like playing any game - the rules are boring but the game is exciting.

Acceptance of stock shall mean acceptance of all Terms & Conditions.

PRIVACY POLICY: Rest assured your privacy is of utmost importance you us...We will NEVER pass on any of your personal information to any third party.

REFUND POLICY

- **Returns Policy. We offer a high standard of quality control and will guarantee that any product released from the warehouse meets this standard. We will gladly exchange any purchase found to be faulty or damaged upon receipt.**

OUTRAGEOUS DOUBLE GUARANTEE

Try our products out for a full 90 days and if you aren't completely satisfied that they're the best products that you've ever used then send them back for any reason or no reason at all for an immediate, no questions asked refund of the unused portion

Use our products for 365 days and in the unlikely event that you or your clients aren't absolutely blown away by the quality and value for money of our products, if you don't think that they're the best products you've ever used, then on request we will issue you with a COMPLETE REFUND for the unsold, unused portion of products that you return to us.

We're either crazy or confident with a guarantee as outrageous as this.

If you make a mistake or change your mind, we will not refund any cost involved in returning products purchased from us. **A handling fee for courier and administration costs of \$15 will be charged in case of returned products.** It is the customers' responsibility to return the products to us in undamaged condition. You acknowledge and agree that all information given to us is true and accurate. Surmanti does not accept responsibility for any consequences of false or mistaken information from the customers. However, IF WE PROCESS YOUR ORDER INCORRECTLY, ALL COSTS INVOLVED will be refunded.

All orders must be prepaid. We accept, Visa, Bankcard, MasterCard, and Cheque and bank deposit.

All Debt recovery costs shall be liable to the customer.

- **Notification of damaged or faulty goods must be received via phone, fax or email within 2 working days of receipt of order.**

GENERAL INFORMATION

Selected prices are subject to change without notification. We will not be held responsible for any errors on this site.

DELIVERY: We use overnight couriers for deliveries within New Zealand. We do depend on the services of the courier companies and therefore our delivery times are guidelines only as supplied to us by these companies. We endeavour to process your purchase the same day in order to deliver as soon as possible...

We will notify you if there are any problems regarding time delays.

Surmanti's responsibility for courier deliveries "without signatures required" ends, when the courier Track & Trace report clearly states that the parcel has been delivered at the provided address. From there, all responsibility for receiving the parcel lays with the customer. We will provide our customers with evidence about the ticket number and date of dispatch but any further enquiries should be directed to the courier company directly.

DISCLAIMERS

We are not responsible for typographical errors. Content and pricing are subject to change without notice. Photos are for representational purposes only.

NOTE: surmanti reserves the right to change or amend from time to time terms and conditions