



ROYAL NEW ZEALAND YACHT SQUADRON

PRIVACY POLICY

Any information you provide to the **Royal New Zealand Yacht Squadron Inc.** will be used for internal purposes only. We do not reveal or pass on any member or customer information. We will only contact you by email or any other method if it directly concerns your enquiry or purchase, and will not pass your details on to anybody else.

Customer information is collected lawfully and in accordance with the Data Protection Act 1984.

All online purchases are made through a secure payment server. To process your order we require our secure payment partner to collect some information from you. Part of this information is passed to us so that we can complete your order. We are not passed any information about your credit card.

By submitting personal details to **RNZYS** or to our secure payment partner, you automatically warrant that you have the full right and authority to submit such details and that you are the person to whom the details belong.

RNZYS reserve the right to change this policy from time to time, without notice.

TERMS AND CONDITIONS

By placing an order with the **Royal New Zealand Yacht Squadron Inc** you acknowledge that you intend to purchase the items ordered, and that you have read and accepted these terms and conditions.

Prices shown are in New Zealand Dollars and inclusive of GST.

When your payment is accepted by our secure payment partner, you will be notified of the transaction details online or by email, and your credit card account will be debited. Please keep a copy of the notification, especially of any transaction identification code, in case you need to refer to it later.

If your payment is not accepted by our secure payment partner, your order will not be processed.

We try our best to process all orders from stock. Please allow 7 days for NZ delivery. If you have not received the goods within this time you should contact us immediately - contact details are given on the rnzys.org.nz website. In the unlikely event there is a long delay for delivery, you will be advised and you may choose whether to wait or to cancel your order.

RNZYS cannot be held responsible for any untoward consequences arising from the use or abuse of our products. Always use them as advised on the packaging.

RNZYS reserve the right to change these terms and conditions from time to time, without notice.

These terms and conditions do not affect your statutory rights.

RETURNS AND REFUNDS

Royal New Zealand Yacht Squadron Inc must receive notification of intention to return goods within two weeks of your order being dispatched from our

warehouse. Notification can be sent by email to reception@rnzys.org.nz

Send goods back to **RNZYS** at the following address: Internet Returns: RNZYS Inc. 101 Curran Street, Westhaven Extension, Herne Bay, Auckland, New Zealand. Please ensure you include your Order ID # and a note specifying the replacement size or colour required.

A confirmation email will be sent to you once the returned items arrive to us.

Once we receive the goods in saleable condition, we will issue a refund or send replacement goods as requested. All replacement items are subject to availability and wherever possible we will try to fulfill customer requests, although we cannot guarantee stock availability.

Replacement items will be sent back to the customer via Air Post at **RNZYS** cost. If you require Courier delivery this is at your cost and must be paid for by credit card before items are sent from our store

If replacement goods are not received within 3 weeks of confirmation email, it is the customer's responsibility to contact **RNZYS** to follow up.