

Terms and Conditions

Cash & One-Off Purchases

These terms apply if you're buying from Auto Agencies Ltd without a trade account, whether that's a one-off purchase or paying by cash or card at the time of sale. By purchasing from us, you agree to these terms, which cover everything sold under our Payment Policy, Refund and Cancellation Policy, and Warranty Policy (copies available on request or at autoagencies.co.nz).

Payment

We accept cash in person, or card (Visa, MasterCard, American Express, and more) processed securely through Stripe. Payment is taken in full, including tax and any shipping, at the time of sale.

Installation

All products must be installed by a qualified professional mechanic. We're not able to offer a return, refund or warranty claim for damage or malfunction caused by improper installation or user error.

Returns & Refunds

- Faulty or damaged items: contact us within 7 days of receiving your order for a repair, replacement or refund.
- Change of mind: we don't accept returns or refunds where you've simply changed your mind.
- A 15% restocking fee applies to approved returns made more than 50 days after purchase. We can't accept returns more than 90 days after purchase.

Full terms are set out in our Refund and Cancellation Policy.

Warranty

Eligible products are covered by a manufacturer's warranty against defects in materials or workmanship. If you're a consumer acquiring goods for personal use, your rights under the Consumer Guarantees Act 1993 apply alongside this warranty and can't be excluded. Full terms, exclusions and claims process are set out in our Warranty Policy.

Limitation of Liability

Our liability is limited to the repair or replacement of the product, or a full refund. We're not liable for any indirect or consequential loss, including lost profits or lost data, arising from the use of a product.

Trade Accounts

If you buy from us frequently, you'll need to set up a trade account. Ask our team in-store or contact sales@autoagencies.co.nz to get started.

Questions?

Contact our team on 03 313 7709 or admin@autoagencies.co.nz.