

Payment Policy

Welcome to Auto Agencies Ltd. Below you'll find our payment policy, which outlines important details about our payment processes, shipping, order handling, and product installation requirements. Please read through the information carefully before placing an order

Accepted Payment Methods

Auto Agencies offers two ways to purchase, depending on whether you have a trade account with us.

Trade account customers: If you have a trade account, you can order through our website or by phone. We'll send you an invoice for your order; payment isn't required at the time of ordering.

Customers without a trade account: If you don't have a trade account, we're happy to take cash payments in person, or card payments (Visa, MasterCard, American Express, and more) securely processed through Stripe.

Trade Accounts

Consumers who do not have a trade account with us agree to our Terms and Conditions covering everything sold under our Payment, Refund and Cancellation, and Warranty Policies.

Customers who buy from us frequently are required to set up a trade account. Please contact our sales team on 03 313 7709 or sales@autoagencies.co.nz to arrange this.

Payment Processing

Trade account orders are invoiced after dispatch. Payment is due according to your account's agreed terms. Invoices for trade account orders are due by the 20th of the month following the invoice date.

For card payments from customers without a trade account, payment is processed at the time of sale via Stripe, and you'll be charged the full amount including taxes and shipping (if applicable).

Payments can be made securely via Stripe. Payment may be processed over the phone by a member of our team, or, if preferred, a secure payment link can be emailed to you. Please note that online Stripe payments are not currently available through our website.

If you experience any issues with payment, such as a declined card, please double-check your payment details. If the issue persists, don't hesitate to contact us for assistance.

Out of Stock Items

Please note: we can only fulfil orders for in-stock items. If a product is out of stock, we'll let you know and won't invoice or charge you for that item.

If you'd like to check the availability of a product before placing an order, please call us Mon-Fri 8am-5pm on 03 313 7709 or email sales@autoagencies.co.nz.

Proper Installation of Products

We take great pride in the quality of our products, but please note:

- All products purchased from Auto Agencies Ltd must be installed by a professional mechanic to ensure proper function and safety.
- We will not accept any returns or issue refunds for products that are damaged or malfunction due to improper installation or user error.

- By purchasing our products, you acknowledge and agree that you will have them installed by a qualified professional to avoid potential damage or voiding of warranties.

If you're unsure about installation requirements or need recommendations for professional mechanics, please contact our customer service team, and we'll be happy to assist.

Turnaround Time & Delivery

Within New Zealand: We aim to deliver your order as quickly as possible. Most orders placed before 3pm will be processed for same-day dispatch, while others will be shipped on the next business day. Delivery times vary depending on your location but should typically take 1 working day.

International orders: Delivery times for international orders vary based on your location and the shipping method selected. Please note, international shipping may take anywhere from 6-13 business days. Customs processing can also affect delivery times, and additional duties or taxes may apply, which are the responsibility of the customer.

If you have any questions about shipping or turnaround times, please contact us on 03 313 7709 or sales@autoagencies.co.nz.

Currency

All payments are processed in NZD (New Zealand Dollars). Please be aware that if you're purchasing from another country, your payment provider may apply conversion rates or foreign transaction fees. Check with your bank or card issuer for more details.

Payment Confirmation

Trade account and phone orders: you'll receive an order confirmation and invoice by email. If you haven't received this within one business day, please contact us to check the status of your order.

Customers without a trade account: you'll receive a receipt by email at the time of payment. If you don't receive this within 30 minutes, please contact us to verify your payment.

Refunds and Cancellations

If you wish to cancel or request a refund for an order, please refer to our Refund and Cancellation Policy. Any approved refunds will be processed back to the original payment method. Please allow 3-5 days for the funds to appear in your account, depending on your payment provider.

Security & Privacy

We take your security seriously. All card payments are processed via Stripe's encrypted payment gateway, ensuring your payment information is protected. We never store your full payment details on our servers.

Disputes

If you have any concerns regarding your payment or order, please reach out to our customer support team at admin@autoagencies.co.nz. We'll address any issues promptly and work to resolve them to your satisfaction.

Ownership of Goods

Ownership of goods supplied on a trade account does not pass to the customer until we have received payment in full. Until then, Auto Agencies Ltd retains the right to recover unpaid goods.