

Refund and Cancellation Policy

At Auto Agencies, we strive to provide high-quality products and services to our customers. If you need to cancel an order or return a product, we've outlined our refund and cancellation terms below. Please read this policy carefully to understand your rights and obligations.

Consumers who do not have a trade account with us agree to our Terms and Conditions covering everything sold under our policies, including this Refund and Cancellation Policy. Customers who buy from us frequently are required to set up a trade account (see our Payment Policy for details).

1. Cancellation of Orders

You may cancel an order at any time before it has been dispatched. Once an order has been processed and dispatched, it cannot be cancelled, but you may be eligible for a return (subject to the terms below).

To cancel an order, please contact our customer service team as soon as possible at sales@autoagencies.co.nz. If the order has already been dispatched, we will provide you with instructions for returning the item. You'll need to organise and cover the cost of return shipping.

2. Returns

We accept returns on products in the following circumstances:

- **Faulty or Damaged Products:** If a product is faulty or damaged when you receive it, please contact us within 7 days of receiving your order. Once the product is returned and we have assessed whether it is damaged or faulty, we will either provide a full refund or replacement, depending on your preference and product availability.
- **Change of Mind:** We do not accept returns for products where the customer has simply changed their mind. This includes products ordered incorrectly or products no longer required.
- **Installation Errors:** We will not accept returns or issue refunds for products that are damaged or malfunction due to improper installation. All products must be installed by a qualified professional mechanic, as stated in our Payment Policy. If you need assistance locating a professional for installation, please contact us.

For a full list of products that cannot be returned under any circumstances, please see Section 5, Non-Returnable Items, below.

3. Eligibility for Return

To be eligible for a return, the product must meet the following criteria:

- The product must be unused, unopened, and in its original packaging.
- The product must be in resaleable condition, with all parts, accessories, and documentation intact.
- You must provide proof of purchase, and the return must be accompanied by the corresponding invoice or order documentation.

A restocking fee of 15% applies to any approved return made more than 50 days after the date of purchase. We're unable to accept returns more than 3 months (90 days) after the date of purchase.

Where a return is approved, you are responsible for organising and paying the cost of returning the item to us, including for warranty claims (see our Warranty Policy).

4. Refund Process

Once we have received and inspected the returned item, we will notify you regarding the status of your refund. If approved, your refund will be processed to the original payment method used for the order.

Please note the following:

- Refunds for faulty or damaged items will include the cost of the item.

Refunds may take up to 7-10 business days to be processed, depending on your payment provider. Please note that your bank or card issuer may take additional time to process the refund.

Where a restocking fee applies (see Section 3), this will be deducted from your refund.

5. Non-Returnable Items

The following items are non-returnable:

- Products that have been installed or fitted, used, or altered in any way.
- Electrical or special-order items that have been specifically ordered for you via us through drop-ship or direct from overseas suppliers.
- Products that are returned without their original packaging or documentation.

6. Cancellation Fees

In some cases, a cancellation fee may apply, depending on the stage of processing of your order. If a cancellation is requested after the order has been processed, a fee may be deducted from the refund to cover any administrative or restocking costs.

See Section 3 for our current restocking fee.

7. Contacting Us

For all returns, cancellations, or refund enquiries, please contact our customer support team at admin@autoagencies.co.nz. Be sure to include your order number and details of the product(s) in question. Our team will assist you in resolving your issue as promptly as possible.