

Appliance Tech Solutions – Refund & Returns Policy

Effective Date: 27 August 2025

1. Your Rights as a Customer

At Appliance Tech Solutions, we are committed to delivering high-quality appliance repairs, servicing, and products. All of our goods and services come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act 1993 (CGA).

Under the CGA, you are entitled to a refund, repair, or replacement if a product or service:

Is faulty or defective

Is not fit for its intended purpose

Does not match its description

Is not provided with reasonable skill and care

2. Refunds and Repairs for Services (Repairs & Maintenance)

If a repair or maintenance service fails because of:

A faulty part supplied by Appliance Tech Solutions, or

Workmanship that was not carried out with reasonable skill and care

...you may be entitled to a repair, replacement, or refund in line with the CGA.

3. Guarantee on Workmanship

We stand behind the quality of our work.

Our labour/workmanship is guaranteed for 1 month from the date of service.

If the same fault reoccurs due to our workmanship within this period, we will fix it at no additional cost.

Parts are covered separately under the supplier or manufacturer's warranty.

4. Change of Mind

Please choose carefully. We do not offer refunds or exchanges if you:

Change your mind

Decide you no longer want the item or service

Find the item cheaper elsewhere

Order the wrong item

5. How to Request a Refund, Repair, or Replacement

To request a refund, repair, or replacement, please contact us with the following details:

Your name and contact information

A copy of your receipt or invoice

Details of the issue or fault

Photos or video (if applicable)

✉ Email: appliancetechsolutions@gmail.com

We aim to respond to all refund or service issues within 5 business days. Approved refunds will be processed within 7-14 working days.

6. Warranty Claims for Parts

As we are not an authorised service agent for appliance manufacturers, we cannot process manufacturer warranty claims directly.

However:

If a part we supply is faulty or damaged and covered by a supplier or manufacturer warranty, we will assist you in making a claim or provide a replacement where required.

Warranty coverage for parts is limited to the terms and conditions provided by the supplier or manufacturer.

☒ We value your trust and aim to resolve all refund and service matters quickly, fairly, and in line with New Zealand law.