

1. Your Rights as a Customer

At Appliance Tech Solutions, we are committed to providing 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 the product or service:

Is faulty or defective

Is not fit for its intended purpose

Does not match its description

Is not delivered with reasonable skill and care.

2. Refunds for Services (Repairs & Maintenance)

If we provide a repair or maintenance service that the part is faulty

...you may be eligible for a:(on the part Provided by Appliance Tech Solutions

Refund

Replacement

Repair

4. Change of Mind

We do not offer refunds or exchanges if you:

Change your mind

Decide you no longer want the item or service

Found the item cheaper elsewhere

Ordered the wrong item

Please choose carefully before confirming your service or purchase.

5. How to Request a Refund or Repair

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

Your name and contact details

A copy of your receipt or proof of purchase

Details of the issue or fault

Photos or video (if applicable)

✉ Email: appliancetechnsolutionss@gmail.com

We aim to respond to all refund or service issues within 3 business days.

6. Warranty Claims

please note as we are not a Service Agent for Any manufacturer we do not provide warranty claims unless parts are covered as faulty or damaged and based on warranty given on specified part