

## Appliance Tech Solutions – Terms of Trade

Effective Date: [28/05/25]

These Terms of Trade (“Terms”) apply to all goods and services supplied by Appliance Tech Solutions (“we”, “us”, “our”) to the customer (“you”, “your”). By engaging our services or purchasing our goods, you agree to these Terms. By accepting a proposal or placing an order for our goods or services, you agree to be bound by our contract for the supply of those goods or services. We reserve the right, at our sole discretion, to decline any proposal, order, or acceptance.

### 1. Quotes and Pricing

1.1 All prices are in New Zealand Dollars (NZD) and include GST unless otherwise stated.

1.2 Quotes are valid for 14 days from the date issued unless otherwise stated in writing.

1.3 If additional work, parts, or materials are required beyond what was quoted, we will inform you and seek approval before proceeding.

### 2. Payment Terms

2.1 Payment is due in full on completion of service or delivery of goods, unless otherwise agreed in writing.

2.2 We accept payment by bank transfer Or Cash in full we do not have change onsite.

2.3 If payment is not received by the due date, the account will be considered overdue.

### 3. Late Payment Fees

3.1 Overdue accounts will incur:

Interest at 2% per month (24% per annum), calculated daily on the outstanding balance until paid in full.

An administration fee of \$25 for each month the account remains overdue.

3.2 You are liable for all costs of collection, including legal fees and debt recovery agency costs.

3.3 If You fail to pay any Charges as they fall due under the Contract, then for each failure You will pay on demand a late payment fee of \$100.

#### 4. Ownership and Risk

4.1 Ownership of any goods supplied does not pass to you until full payment has been received.

4.2 Risk of damage or loss passes to you on delivery of goods or completion of service.

#### 5. Warranties and Consumer Rights

5.1 All goods and services are supplied in accordance with the Consumer Guarantees Act 1993 (CGA) and the Fair Trading Act 1986 (FTA).

5.2 If you are acquiring goods or services for the purposes of a business, the CGA does not apply.

5.3 Manufacturer warranties apply to all parts where available.

#### 6. Liability

6.1 Except as required by law, we are not liable for any indirect or consequential loss, including loss of profit, revenue, or data.

6.2 Our liability is limited to the price paid for the goods or services in question.

#### 7. Cancellations and Refunds

7.1 If you cancel a booking with less than 24 hours' notice, we reserve the right to potentially charge a cancellation fee of up to \$80.00.

7.2 Refunds and returns will be managed in line with the CGA.

#### 8. Deposits

8.1 We may require a deposit before commencing work or ordering parts.

8.2 Deposits are non-refundable once goods have been ordered or work has commenced, unless required otherwise under the Consumer Guarantees Act 1993.

8.3 The balance of the price is payable on completion of the work or delivery of the goods.