

## 48 hour money back guarantee

### Terms and conditions



1. In these terms and conditions easyauto123 means Auckland Auto Collection Limited NZCN 939375 trading as easyauto123
2. The easyauto123 48 hour money back guarantee is subject to these terms and conditions.
3. The 48 hour money back guarantee applies to easyauto123 Quality Verified vehicles only. Budget cars are excluded from the guarantee.
4. The 48 hour return period within which the Purchaser is eligible to make a return, commences on the date and time that the Purchaser takes delivery of the vehicle.
5. The purchaser must:
  - a) Be able to deliver to easyauto123 a clear and unencumbered title to the vehicle, which title has remained in the Purchaser's name since delivery.
  - b) Be an individual natural person who is the registered owner of the vehicle. Businesses, corporations and partnerships do not qualify.
6. The vehicle must have been registered and insured in the Purchaser's name since the delivery date.
7. To make a claim the Purchaser must within the 48 hour return period:
  - a) Provide the Purchaser's contact details (name, address and daytime contact phone number), vehicle make/model/rego and the reason for return to the Site General Manager at the easyauto123 site location where the vehicle was purchased.
  - b) Provide proof of purchase – including a copy of the contract to purchase indicating the date of purchase, the vehicle purchased and evidence that the balance has been paid in full.
  - c) Return the vehicle in person to the easyauto123 location it was purchased from. Over the phone or email returns will not be accepted.
  - d) Return the vehicle in the same condition it was in before it was purchased. Any scratches, dents or other damage to the vehicle will be the cost and responsibility of the Purchaser. No refund will be provided unless or until the vehicle is returned to its original condition.
  - e) Return all accessories, spare keys and vehicle manuals.
8. The refund is for the purchase price of the vehicle only. Any additional products that have been purchased/added to the vehicle e.g. exterior protections/tint/warranties are (i) non-refundable under this money back guarantee and will be subject to any refund policy provided with that product; and (ii) must in any event be capable of being removed so that the vehicle can be returned in the same condition it was in before it was purchased.
9. Any trade-in vehicle associated with the purchase of the vehicle, will not be included as part of the 48 hour money back guarantee, and as such will not be returned.
10. Any deposit made to reserve the vehicle is non refundable.
11. Certain matters may impact upon the customer's right to receive the refund, including:
  - a) If the vehicle travels more than 100km or sustains any damage or repairs before it is returned;
  - b) If the refundable amount is not sufficient to discharge any encumbrance over the vehicle and the Purchaser elects not to pay the balance in order to discharge the encumbrance.
12. The Purchaser must return the vehicle at their cost and must comply with the directions for returning the vehicle as provided by easyauto123 staff. The vehicle will remain the Purchaser's responsibility during transit until such time as it is received at the easyauto123 site location where the vehicle was purchased. easyauto123 will accept no liability for any loss or damage which may occur during transit even where easyauto123 arranges or facilitates the return of the vehicle.
13. Upon return to easyauto123, the vehicle will be checked to ensure it is in its original condition and that all accessories have been included in the return. Once checked and approved, easyauto123 will make payment of the original purchase price (minus any deposit or any other deductions permitted by these terms and conditions) via direct deposit into the claimant's nominated bank account within 10 (ten) working days.
14. If upon collection the vehicle is found to be damaged, the vehicle will not be accepted and no refund will be paid.
15. The vehicle is deemed to be in the Purchaser's possession until the vehicle is received by easyauto123 pursuant to these terms and conditions.
16. Should the Purchaser provide easyauto123 with any incorrect, false or misleading information regarding the vehicle, easyauto123 reserves the right to disqualify the Purchaser from receiving the refund.
17. In the event the vehicle is financed any disbursements incurred by easyauto123 or any third party fees or penalties incurred in the discharge or otherwise of that finance will be at the cost of the customer. Finance taken with easyauto123 will incur a \$550 cancellation charge.
18. easyauto123 reserves the right to make changes to these terms and conditions without notice.
19. Our goods come with guarantees that cannot be excluded under New Zealand Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Repair or replacement for any minor faults will be solely determined by easyauto123.