

# Policy on returns and refunds

May 2017



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI



## Contents

1.	Purpose	2
2.	Policy summary	2
3.	Purchasing standards from us	2
4.	Our return and refund policy for hard copy purchases	3
5.	Our return and refund policy for PDF purchases	5
6.	Summary	6
7.	Queries?	7

# 1. Purpose

This document explains Standards New Zealand's policy when a customer wishes to seek a return of their order or a refund of their purchase of a standard (or other document or product) from us.

## 2. Policy summary

We will do our best to ensure your order is fulfilled, and will correct any problems that have occurred during the purchase, printing, or dispatching process.

However, we are unlikely to offer a refund or return to customers where:

- we have processed an international order on your behalf
- the purchase has been made in error, or
- you have had a change of mind.

## 3. Purchasing standards from us

We provide our customers with a webshop where you can buy:

- New Zealand standards ('national standards')
- Australian/New Zealand standards ('joint standards')
- ISO and IEC standards
- British Standards Institution (BSI) standards.

You can purchase most of these standards in either printed hard copy or electronic PDF.

You can also order other international standards such as Australian standards through our Customer Services team by emailing your order details to [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz).

Our Customer Services team isn't able to advise you what standards you or your business may need to access but they can answer any questions you might have about the ordering process. You can also see more on our website about how to **order hard copy and PDF standards**.

Because we are only able to accept returns or give refunds in limited circumstances, it is important that you understand what you are buying and read the terms and conditions on the website, or ask any questions of our Customer Services team, at the time of purchase.

## 4. Our return and refund policy for hard copy purchases

For any hard copy purchases you make from us, from the webshop or through our Customer Services team, we will do our best to ensure your order is fulfilled correctly. We will correct any problems that have occurred during the fulfilment, printing, or dispatching process.

### Damaged or incorrect standards

**We will accept a return and replace a hard copy purchase of a national, joint, or international standard where you have received a damaged or incorrect order**

#### **If you receive a faulty or damaged standard**

We will replace your order with undamaged stock once we have received the original item back. We will not be able to offer this if the damage has been caused by you or through use of the standard.

Please ensure we receive the return within 7 business days of the invoice date.

If you require the replacement urgently, please email a photo of the item showing the damage to [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz) and we will contact you to discuss replacing it.

#### **If you have received an incorrect standard or incorrect quantity**

We will exchange it for the correct item or correct the order quantity. Please ensure we receive the return within 7 business days of the invoice date and the document or documents are in saleable condition.

However, please note that if we have placed the order through one of our international suppliers there will be a delay in fulfilling the order while the original is returned and the replacement sent. If you require the replacement urgently, please email a photo of the item showing the incorrect product to [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz) and we will contact you.

### **Where to return your damaged or incorrect items**

When you contact us to return your item we will provide you with the FreePost address. You will not be charged courier fees when we send the correct item to you.

**We will provide a refund on a hard copy purchase of a national, joint, or international standard where you have received a damaged or incorrect order**

If you require a refund instead, Standards New Zealand will credit the return of national, joint, or international standards purchased through Standards New Zealand if:

- the standard was damaged in transit or upon receipt
- the incorrect standard was supplied, or
- the order quantity supplied was incorrect

and

- we receive the return within 7 business days of the invoice date, and
- the standard is in saleable condition (unless damaged in transit or upon receipt).

When you contact us to return your item we will provide you with the FreePost address.

If you originally paid by credit card through our webshop we will refund the amount to your card. If you paid by another method (internet banking, cheque, or manual credit card payment) you will need to provide us with a bank account to send your payment back to you. Please note that there may be a slight delay while we process refunds through our finance and accounts teams. You can call us on 0800 782 632 during business hours if you would like to follow up.

## You have ordered the wrong document or changed your mind

### **We may offer a return and exchange on a hard copy purchase of a national or joint standard where you have ordered the wrong product in error and wish to exchange it for the correct one**

Most of the standards listed on our website have an abstract describing what they contain, although sometimes our international partners don't provide this information. If there is an abstract, the text may help you select the right standard. However, if you have placed an order in error and need to exchange it for the right one please contact us first to discuss by emailing [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz).

If your purchase hasn't been printed and shipped we may be able to cancel your order and process a new order. Otherwise, please provide us with information of the new order you have placed, or we can help place the new order for you at the time of exchange. If we indicate that we may be able to exchange the standard you will need to return it to us within 7 business days of the invoice date and in its original, saleable condition (including packaging) before we can approve an exchange.

### **Additional costs**

There may be additional charges or credits depending on price differences between the two standards.

All exchanges may incur a restocking and administration fee based on the type of document and the condition we receive it in. Courier costs, including the cost of returning the standard to us, are not refundable.

### **Send your exchange to**

Standards New Zealand  
PO Box 1473  
Wellington 6140

### **We do not accept a refund of a hard copy purchase of a national or joint standard where you have ordered the wrong product in error, have ordered the same product more than once, or have changed your mind**

If your purchase hasn't been printed and shipped we may be able to cancel your order and process a new order. If you have ordered a hard copy standard in error please contact us as soon as possible at [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz). However, if you have placed an order and we have fulfilled it correctly, then the standard has been printed on demand for you and sent, and we cannot offer a refund as the order is complete. Therefore it is best to check when you place your order that it is the correct standard, you don't already have a copy of the same document, and you wish to proceed with your purchase.

### **We do not accept any return, exchange, or refund of a hard copy purchase of an international standard**

Because we purchase international standards directly from the international organisation or other standards body at your request, we do not offer any returns, exchanges, or refunds (other than for incorrect orders or damaged products) of international standards.

## 5. Our return and refund policy for PDF purchases

### **We may offer a return and replacement of a PDF purchase of national, joint, or international standard where you have received an incorrect or unusable file**

When you purchase any PDF from the webshop the document should be made available to you automatically. As such, PDF orders are correctly fulfilled and are usable straight away.

In the unlikely event that there has been a system error in processing your PDF download, please email us for the correct standard at [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz) as quickly as possible and within 7 business days.

If your request is approved we will confirm by return email and process the correct item.

### **We do not accept any return, exchange, or refund of a PDF purchase of a national or joint standard where you have ordered the wrong product in error, have ordered the same product more than once, or have changed your mind**

The nature of a PDF purchase means that once you have accessed or downloaded the file, the sale is complete and a 'return' of the product is not possible.

### **We do not accept any return, exchange, or refund of a PDF purchase of an international standard**

Because we purchase international standards directly from the international organisation or other standards body at your request, we do not offer any refunds for international standards.

## 6. Summary

Our refund and returns policy for **hard copy purchases**:

RETURN AND REPLACEMENT WHERE A DAMAGED OR INCORRECT HARD COPY WAS SENT	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• Yes, if order is damaged on receipt (not by you or through use), return within 7 days</li> <li>• Yes, if order contains the incorrect standard or incorrect quantity, return within 7 days and in saleable condition</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, if order is damaged on receipt (not by you or through use), return within 7 days</li> <li>• Yes, if order contains the incorrect standard or incorrect quantity, return within 7 days and in saleable condition</li> </ul>
REFUND FOR DAMAGED OR INCORRECT HARD COPY	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• Yes, if order is damaged, return within 7 days</li> <li>• Yes, if order contains the incorrect standard or incorrect quantity, return within 7 days and in saleable condition</li> <li>• Courier fee is non-refundable</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, if order is damaged, return within 7 days</li> <li>• Yes, if order contains the incorrect standard or incorrect quantity, return within 7 days and in saleable condition</li> <li>• Courier fee is non-refundable</li> </ul>
RETURN AND EXCHANGE OF HARD COPY	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• Will be considered if we are contacted first</li> <li>• Original order is returned within 7 days and in saleable condition</li> <li>• New order to be placed with any difference in price paid</li> <li>• May incur a restocking/administration fee</li> <li>• Courier fee is non-refundable</li> </ul>	<ul style="list-style-type: none"> <li>• No, not available</li> </ul>
RETURN AND REFUND OF HARD COPY DUE TO CHANGE OF MIND	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• No, not available</li> </ul>	<ul style="list-style-type: none"> <li>• No, not available</li> </ul>

Our refund and returns policies for **PDF purchases** are as follows:

RETURN AND REPLACEMENT WHERE AN INCORRECT PDF OR DAMAGED FILE WAS SENT	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• Will be considered if the incorrect file was provided or the file is not usable</li> </ul>	<ul style="list-style-type: none"> <li>• Will be considered if the incorrect file was provided or the file is not usable</li> </ul>
RETURN AND EXCHANGE OF PDF	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• No, not available</li> </ul>	<ul style="list-style-type: none"> <li>• No, not available</li> </ul>
RETURN AND REFUND OF PDF IF ORDERED IN ERROR OR DUE TO CHANGE OF MIND	
National or joint standards	International standards
<ul style="list-style-type: none"> <li>• No, not available</li> </ul>	<ul style="list-style-type: none"> <li>• No, not available</li> </ul>



## 7. Queries?

For more information about Standards New Zealand please visit our website [www.standards.govt.nz](http://www.standards.govt.nz).

For ordering and fulfilment queries please email [enquiries@standards.govt.nz](mailto:enquiries@standards.govt.nz).

You can call us on 0800 782 632 during business hours. Our business hours are 8am – 5pm Monday to Friday. If calling from outside New Zealand please dial +64 3 943 4259.

Our postal address is:

Standards New Zealand  
PO Box 1473  
Wellington 6140.

