

Compucar Diagnostics Ltd Terms and Conditions of Trade

Please read and acknowledge the following terms and conditions before placing an order with Compucar Diagnostics Ltd. These terms and conditions apply to all goods and services provided by Compucar (referred to as Compucar).

Prices

All prices listed on our website, advertisements, and catalogues do not include shipping and handling charges. Prices and descriptions are subject to change without prior notice. All prices are in New Zealand Dollars (NZD).

Typographical Errors

If a product is listed at an incorrect price or with incorrect information due to a typographical error or error in pricing or product information received from the supplier or manufacturer, Compucar Diagnostics Ltd has the right to refuse or cancel any order placed for the product listed at the incorrect price. Compucar Diagnostics Ltd has the right to refuse or cancel any such order, regardless of whether it has been confirmed and payment has been made. If payment has been made and your order will be canceled, Compucar Diagnostics Ltd will promptly issue a credit to your PayPal or bank account in the amount paid.

Warning

Compucar Diagnostics Ltd is not liable for any special, direct, indirect, incidental, or consequential damages that may arise from the failure of any part, including claims for delay, loss of profits, or labor. Compucar Diagnostics Ltd is not liable for any damage or injury to persons or property resulting from improper installation or misuse of any part. Compucar Diagnostics Ltd will not cover any loss in profit or labor due to errors in shipping, mis-packaging, and/or extended delays for backorder items. Compucar Diagnostics Ltd shall not be held accountable for any misconception or disappointment associated with any product.

Trade Terms

Trade terms are available to approved customers upon application and written approval from Compucar. Compucar reserves the sole discretion to approve or deny applications. Compucar may suspend terms and cancel credit facilities at any time for any reason. When on trade terms, payments are due on or before the 20th of the following month after Compucar's invoice date. Otherwise, payments are made on a cash-on-delivery basis. All goods and services remain Compucar's property until full payment is received on or before the due date. In the event of unpaid debt, Compucar has the right to enter any property to remove the goods.

All Declaration forms for ADAS, SRS, ABS, and/or ESC inspections must be paid in full to be released and sent to the Repair Certifier. Payments not made by the due date will be considered overdue and will incur interest at the Rate Notified, compounded monthly from the due date until the actual payment date.

Product Installation

- Compucar ensures that the invoice clearly defines the cost, work involved, and parts that need replacing.
- They ensure that the product functions properly after installation and testing.
- Compucar is satisfied with all aspects of the installation/maintenance work.

Servicing

- When reporting a fault, the customer representative must provide Compucar with the necessary information to resolve the issue promptly and accurately.
- The required information includes contact details, a comprehensive description of the problem, and any error messages if available.

Special Orders/Out of Stock

-All special orders or out-of-stock items must be prepaid before processing the order. Special order items cannot be canceled or returned.

Cancellations

- Orders canceled with Compucar Diagnostics Ltd after 24 hours from the order placement to the shipment time will be subject to a 10% cancellation fee.

Payment

COMPUCAR DIAGNOSTICS LTD accepts cash, credit cards, Eftpos, PayPal, and bank transfers (deposits) only. All payments must be made in full at the time of purchase, unless a prior arrangement has been made with COMPUCAR DIAGNOSTICS LTD. In such cases, the full payment must be made before the goods are shipped.

Until the full payment is received, all goods remain the property of COMPUCAR DIAGNOSTICS LTD. A late fee of \$25.00 plus GST per month will be charged until the full payment is received. Additionally, any collection fees incurred by the customer at their own expense will be charged.

BNZ Bank Account: Compucar Diagnostics Ltd 02-0139-0095606-00

Shipping

All orders are shipped via Courier Post. Items in stock are usually dispatched within 48 hours of payment receipt. However, estimated delivery dates provided to customers are approximate. Shipping fees are calculated after the order is placed. Out-of-stock items typically take 8-14 business days to ship.

Claims

Claims for defective goods, shortages, delays, failures in shipment or delivery, or for any other cause, shall be deemed waived and released by the Buyer unless the Buyer contacts COMPUCAR DIAGNOSTICS LTD within three (3) days after the receipt of the goods.

Returns

All returned items are subject to a 10% restocking fee. Returns are not accepted on ignition systems, computers, electrical units, software, special orders, or custom orders. All returns or exchanges are valid within 14 days of the invoice date. It's the customer's responsibility to contact COMPUCAR DIAGNOSTICS LTD within this timeframe to be eligible for a return. You can reach our sales team at info@compucar.co.nz.

To receive a full credit minus the restocking fee, the returned item(s) must include the ORIGINAL INVOICE, RFC number, and customer name and address. All returned items must be unused, in the same condition as when sold, and in their original packaging. No returns or exchanges will be accepted if the item shows signs of installation, scratches, damage, or modifications.

If COMPUCAR DIAGNOSTICS LTD determines that the returned item is not defective or returnable for any reason, the buyer must accept any incurred costs. It's the customer's responsibility to verify the correct part before ordering and installing a specific part.

REFUNDS

No refunds will be issued for change of mind. Please be cautious when making purchases, as shipping and handling charges are non-refundable. All refunds will be processed through the payment method used at checkout. Refused shipments returned to COMPUCAR DIAGNOSTICS LTD do not constitute a refund or credit. COMPUCAR DIAGNOSTICS LTD reserves the right to charge the customer shipping and handling costs for the refused shipment and a 10% restocking fee.

WARRANTY

All products sold by COMPUCAR DIAGNOSTICS LTD are solely covered by the manufacturer's warranty. The manufacturer's warranty will not be honoured if the defect is caused by customer mishandling, abuse, or faulty installation. The warranty covers faulty components and their replacement.

The warranty doesn't cover misconfigurations of components or parts (like the car computer) by the customer or physical damage to components or parts (like the car computer). It also doesn't cover damage caused by excessive inputs or wear and tear.

If the customer is buying the goods for business purposes, all guarantees and remedies under the Consumer Guarantees Act 1993 are excluded. The only guarantee provided is the standard guarantee that many products and services include. Compucar reserves the right (at its sole discretion) to either repair, replace, or offer credit for parts or goods returned under any guarantee.

By using this website and purchasing any products or services, the CUSTOMER (for themselves, their personal representatives, heirs, assigns, and next of kin) hereby releases, waives, and discharges NOT TO SUE Compucar Diagnostics Ltd or its Directors (herein referred to as "the releases"). The CUSTOMER agrees to release the releases from all liability to the CUSTOMER, their personal representatives, assigns, heirs, and next of kin for any and all loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death of the CUSTOMER arising out of or related to the use of this product, through negligence or otherwise. Product misuse will void all warranties, expressed or implied.

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COMPUCAR DIAGNOSTICS LTD reserves the right to make changes to its website, terms and conditions at any time. By downloading this page, you agree to our Terms and Conditions of Sale.

Signed _____ From _____

Date ____/____/____