



## **Terms & Conditions**

### **Guarantee**

All items you purchase are new (unless stated otherwise). Please inspect each item upon receipt. If you discover a problem - contact us immediately. Do not attempt to use the goods. Save all paperwork and packaging.

### **Payments**

We accept payment by credit card (Mastercard or Visa). We do not record your credit card details. Credit card payments are made using the Stripe secure payment system – a company authorised to process credit card payments in New Zealand. Under New Zealand government regulations, there is a 15% Goods and Services Tax (GST). All products listed on this site in New Zealand dollars include GST, except where noted. All payments are in New Zealand dollars and include GST.

### **Delivery**

Our aim is to have your order to you within 1-3 working days from receipt of payment. Please allow extra time if it is been sent to a rural delivery address OR if items are not instock and need to be sent from our supplier, in this case we will inform you via email if your item will be late on delivery.

If your parcel is overdue, please contact us with your purchase details and we will institute a Track & Trace to locate your parcel.

Delivery over the Christmas period and statutory holidays may be delayed.

Please also note orders are processed mon - fri (No deliveries Sat-Sun)

Please note: We can only ship to New Zealand addresses at this time.

### **Click & Collect**

This option is available for our Masterton branch \*\*\* Please note : Some items may not be in store- We will send you a notification email when your order is ready to be collected.

### **Purchases**

Your purchased goods should get to you in a sale able condition with all the relevant packaging, manuals, and warranty information, along with a packing slip stating your purchased items, and a copy of your credit card transaction if applicable.

## **Firearms**

All firearms & ammunition sales must be accompanied by police purchase form, forms can be filled out at your local police station. This form must then be sent to our store before purchase.

## **Damaged Goods**

If you receive your goods in a damaged condition, please contact us immediately to receive instructions on how this will be rectified. Please do not attempt to use or fix faulty goods.

## **Cancellations**

Should you wish to cancel your order once you have confirmed it, you must contact us immediately. Depending on what stage of the packing and dispatch process your order is at, King and Henry reserves the right to deduct a 10% handling and administration fee.

## **Return of Goods**

Any goods returned must be accompanied with original and complete packaging, please contact us and we will advise you how to return them. Used goods cannot be returned for credit. Under the Fair Trading Act we are not required to accept returns on products because you have changed your mind or in our opinion the product you purchased was suitable for the purpose you stated. We reserve the right to issue an in store credit in lieu of a cash refund.

## **Pricing**

Prices published are for the stock advertised at the time of publication. We reserve the right to change prices for any item due to fluctuations from suppliers. We will endeavor to keep pricing up to date. Prices on this website are effective at the time of publication and are SUBJECT TO CHANGE WITHOUT NOTICE.

King and Henry online store may have online specials that may not be available in store.

## **Typographical Errors**

Due to the sheer volume of items that we carry, errors do occur. We cannot be held responsible for typographical errors or price misprints contained

within. We apologize for any increases or price discrepancies in advance. Please ask for or check our website for current pricing. All products and prices are published in good faith.