

Returns, Refund & Warranties for Archipello.

Delivery, Returns & Refunds

We handle returns on a case-by-case basis. If you wish to return a product or have any concerns about your order, please get in touch with our customer service team directly at sales@advancelandscape.co.nz or 0800 600 789. If there is any damage, missing items, or if the goods don't match your order, let us know within 7 days of delivery.

Faulty or Defective Goods

All goods are checked before dispatch. If you believe an item is faulty or damaged:

- Please notify us within 7 days of delivery and provide details of the issue.
- If visible damage is present on delivery, please sign for the goods as "damaged" with the freight company.
- Contact us with a description of the issue and supporting photographs. We may request to inspect the item.
- If the item is confirmed as faulty or damaged, collection will be arranged by our team. Once the goods have been returned to our warehouse and approved, a refund will be processed via the original method of payment.

Returns & Change of Mind

- Returns must be approved by us in advance.
- Items must be unused, in original condition, and in original packaging.
- Return shipping costs are the customer's responsibility.

Change-of-mind returns may be accepted at our discretion:

- Notify us within 14 days of receiving your order.
- A restocking fee of up to 15% may apply.
- Delivery costs are non-refundable.

- Where preferred, a store credit may be provided in place of a refund, subject to the terms outlined above.
-

Conformity and Warranty

“ALSL” means Advance Landscape Systems Limited, its successors and assigns.

ALSL provides a warranty that the Product(s), including any accessories and parts, will comply with the Contract and the specifications set out in the offer for a period of twenty-four (24) months from the date of delivery.

This warranty covers defects in materials and workmanship. While ALSL is happy to provide general guidance on product use, responsibility for ensuring that the Product(s) are suitable for the Client’s specific application remains with the Client.

The warranty does not apply in the following circumstances:

1. where the Product(s) have been repaired, altered, or modified by the Client or by a third party not authorised by ALSL;
2. where damage results from normal wear and tear;
3. where the Product(s) have been used in a manner inconsistent with ALSL’s instructions, including product information sheets, packaging instructions, and maintenance or care guides, or have been exposed to abnormal or unsuitable conditions; or
4. where the defect is caused, wholly or in part, by changes in applicable laws or government regulations relating to the materials used, including certification requirements.

The warranty does not cover loss or theft of Product(s).

Further information about the warranty and how to care for the Product(s), is available in the product care guide, which can be accessed by visiting the following website and downloading the relevant file(s):

<https://www.advancelandscape.co.nz/care-guide>

Further information about the terms & conditions for ALSL, can be accessed by visiting the following website and downloading the relevant file(s):

<https://www.advancelandscape.co.nz/terms-conditions>
