

Warranty

Yes! If you change your mind about an item that you've recently purchased, you can return it to us, and we'll offer you an exchange, store credit/voucher or refund, as long as:

- You return the product within 28 days of purchase.
- You provide proof of purchase.
- You originally purchased the product with the intention of keeping.
- The item is unused and in its original packaging.

We do not pay for shipping costs of returning items to our warehouse.

The products carry the following warranty. On the discretion of the supplier, the warranty may be extended beyond the set time.

This warranty is a carry-in warranty and the product need to be shipped to the supplier at the cost of the buyer. The repair, parts, labour and return shipping will be carried by the supplier.

GREEN HEAT CONTOLLER

- 50 000 Cycles
- 2 Year Guarantee

ECO MPPT UNIT

- 15 Year design life
- 2 Year Guarantee

GREEN HEAT ELEMENT

- 15 Year design life for cartridge with heating element
- 10 Year warranty on stainless steel casing
- 3 Years Cartridge warranty

Photovoltaic Panels

- 15 Year product Guarantee. This includes structural integrity.
- 15 Year – 90% performance guarantee
- 25 Years - 80% performance guarantee
- The guarantee of the panels is carried by the panel supplier in NZ under their terms and conditions.

Security

Security is a priority for us when it comes to your personal data. We're committed to protecting your personal data and have appropriate technical and organisational measures in place to make sure that happens.

Shipping Info:

Shipping Policy

Shipping Policy:

We ship to New Zealand Nationwide. Your order is important to us, which is why we want to make sure that your products arrive on time and in excellent condition.

For Great Barrier Island customers, your order is accepted via email only, please email info@greenheat.co.nz for more inquiries.

General Shipping Information

*In-stock, ready to ship items

Are usually processed and dispatched from our warehouse within 2~4 working days.

*In-stock, available in 7-10 days items

Are usually processed at an off-site warehouse and ready for dispatch within 2 weeks.

*Backorders/Pre-orders

If the items, you have selected are currently not in-stock we will give you an expected shipping time at checkout or by a follow-up email.

*Multiple shipments

If you want the in-stock items sent first, your original postage amount may not cover the cost of shipping them, and you may incur additional charges. Should you require additional details if postage can be covered of sending your in-stock orders you may call us at 021 08805796 or email us at any time to info@greenheat.co.nz

Delivery Timeframes

We are partnered with third-party courier companies in New Zealand to deliver all goods via Track and Trace. Items will normally be delivered during working hours only.

To process your order for delivery, it might take up to 2 working days from our warehouse to couriers. The delivery timeframe starts after the courier collects your order from our warehouse.

The couriers' delivery timeframes are usually:

2-3 working days to Auckland,

3-5 working days to North Island,

5-10 working days to South Island.

Up to 14 working days for rural or out-of-the-way areas.

Track your orders

When your order has been processed and shipped, you will receive an e-mail notification from us which will include the shipping details and the tracking number. Once your order has shipped from our warehouse, please directly contact the courier company with any inquiries about the status of your package.

We use a third-party courier company to ship orders. If you have any questions regarding the status of your shipment, Green Heat will try our best to help you contact the courier company. However, we have no control over the courier companies' delivery timeframe or outcome. Therefore, the fastest and the best way is you directly contact the courier company with any inquiries about the status of your package.

For any further request, please email to our customer service: info@greenheat.co.nz

Change of delivery address

We can change the delivery address if the order is not yet shipped.

Once an order is shipped we are unable to redirect the package to a different address and is the customer's responsibility to coordinate with the courier company.

Shipping Delay or Stolen Shipment

If there are Shipping Delays, it may take an additional 7-10 business days for delivery.

Please note: Shipping delays are completely out of our control, and Green Heat is not responsible for the delay that is occurred by the NZ courier company.

Normally all packages require a signature for delivery unless permission or instruction is given by the customer to leave the goods without a signature. In the case that packages are left at your front door by the postal courier if no one is home to receive it. We have no control over what happens to your package once the courier delivers it. We do not replace or refund orders that are scanned "delivered" by the courier companies.

We are not responsible for lost or stolen packages or packages delayed in transit.

Non-Refundable Shipping

Original shipping fees are non-refundable. Shipping fees cover the services provided by the carrier and will not be refunded if an item is returned for any reason.

Shipping to Rural Areas

Please note: all rural freight delivery addresses will attract a Rural Delivery surcharge.

Our freight estimates on our website are to the registered freight company depot address, closest to the customer's delivery address, and to most metropolitan addresses. For rural area addresses, freight companies reserve the right to charge a surcharge where they deem necessary. In this case, if the original shipping fee charged is not sufficient to cover the Rural Delivery Surcharge to deliver to the customer's provided address, your order will be delivered to the nearest freight company depot address. From that point, it's the customer's responsibility to arrange delivery at your cost. When your order is ready for collection depot staff will give you a call to let you know.

If you are not able to collect it from the depot and require a door-to-door service, our staff member will contact you by email to let you know the extra fee for the Rural Surcharge needed for the freight company to deliver the package to your provided address.

Oversized Items

Any large, unusually-shaped, package over 1500mm, volume over 0.125m³, or heavy parcels over 25kg items within New Zealand might attract an oversize surcharge.

Delivery Point Policy

“Delivery Point” means an outside area of the Premises, such as the Customer’s front door, or any particular outside area specified by the Customer on a particular Product order form. If the Premises are a multi-level building, the Delivery Point shall be located on the ground floor of such building. For customers who live rurally, the delivery point may not be the residence stated.

Deliveries will be made to the Delivery Point. If the courier brings the Products inside the Premises, beyond the Delivery Point, at the request of the Customer, the Customer needs to pay the additional fee.

Authority to leave / non-signature required delivery

For any authority to leave (ATL) and (or) non-signature required delivery request, meaning you have agreed that our courier companies will not be liable for any damages or losses to a package left in accordance with the instructions provided.

Highly Fragile Items

We are not able to ship any products/goods referred to as “highly fragile products”, such as mirrors and glass tops, on our website or in marketing materials. You can choose to pick up the products/goods or arrange for your own trusted courier to pick up the item(s) from our Auckland warehouse. Any “highly fragile products” that are authorised by you to be shipped by Green Heat will be at the customer’s risk and will make all damage claims and warranties void. We are not liable to pay any compensation to you for any loss or damage, or any delay in delivery of, those products/ goods referred to as “highly fragile products”.

For more information about our warranty, claims, and return, please visit [here](#).

Terms & Conditions

This page sets out the terms and conditions on which we sell products (Products) listed on our website www.GreenHeat.co.nz (our Website) to you. Please read these terms and conditions carefully before ordering any Products from our Website.

By using this Website, you accept these terms and conditions together with our Privacy Policy, Shipping and Delivery Policy, Returns Policy and General Information pages. If you do not accept these terms and conditions, please do not use this Website. You can access these terms and conditions at any time from the bottom of any page of the Website.

Purchasing from www.GreenHeat.co.nz

By placing an order through our Website, you warrant that:

- A. You are legally capable of entering into binding contracts; and
- B. You are at least 18 years old; and

C. All details you provide to us are true and accurate, that you are an authorised user of the credit or debit card used to make your order and that there are sufficient funds to cover the cost of the Products you have ordered.

Products displayed on our Website can be purchased using a secure online Mastercard or Visa transaction facility. We also accept internet banking and Green Heat gift vouchers as methods of payment on our Website. Customers can be confident that all of their details are protected by the latest security mechanisms and are used only for the purpose of completing the transaction to purchase the Products ordered.

When purchasing Products, you will be asked to register your email address to complete the purchase. We may also contact you in direct reference to your order.

Gift Vouchers

Green Heat Gift Vouchers can only be redeemed online at www.GreenHeat.co.nz.

Green Heat Gift Vouchers cannot be redeemed for cash or returned for a refund. Unused balances are not refundable or transferable. Green Heat is not responsible for lost or stolen Gift Vouchers. Risk of loss or theft and title for Gift Vouchers passes to the purchaser on transfer. This Gift Voucher and purchases made with it are subject to the terms of trade as set by Green Heat, which may change from time to time.

Pricing errors

Although we do our best to ensure prices stated on this website are accurate, errors do occur from time to time. Where a pricing error occurs (subject to applicable law that cannot be excluded), we will not be bound by the incorrect pricing stated, and reserve the right to cancel your purchase.

All prices on our Website are in New Zealand Dollars (NZD) and include GST.

Prices are subject to change for any reason at any time without notice, but changes will not affect orders which we have already processed.

Stock Availability

We take great care to provide accurate stock numbers on our Website, although occasionally we may be unable to supply a product that has been ordered. Green Heat will communicate any issues with you as a result of unavailability and we will credit without delay any payments made for such Products. All items sold via the Green Heat website are subject to availability and Green Heat reserves the right not to accept or cancel any order for products that are out of stock.

Multiple shipments

In order for our customers to get the goods at the earliest time possible, the items you order may be filled from several locations and so items may arrive separately. You will not incur additional shipping charges under these circumstances. Your original shipping charge will simply be split across the multiple packages when your order is charged.

Cancelling Orders

Green Heat reserves the right to cancel orders for any reason or to cancel the purchase agreement after order confirmation, including (without limitation) where Green Heat believes the order to be fraudulent or constitute a mis-use of a promotional or marketing activity or where an error has occurred including but not limited to errors relating to pricing. If we do cancel your order or purchase agreement, we accept no liability for any resulting damages or costs suffered by you, however, we will refund the purchase price to you (where it has already been paid).

Delivery Estimates

Green Heat makes every effort practicable to ensure that delivery timeframes given are accurate. However the delivery times stated for products on this site assume that the stock availability information provided by our suppliers is accurate and that delivery times are not adversely affected by unforeseen events. By placing an order, you agree not to hold Green

Heat liable for any loss or damage directly or indirectly arising out of or in connection with any delay or failure to deliver within the estimated time frame.

Shipping & Delivery

For our shipping & delivery policy, please find out more [here](#)

Reviews

All product reviews will be read and published on the website at our discretion.

Multiple reviews on a product by the same customer will be disqualified from Product Review Competitions.

Green Heat Warranty

For our Warranty & Return policy, please find out more [here](#)

New Zealand Statutory Compliance

Green Heat understands its obligations under the Consumer Guarantees Act 1993. In the event that our Products are not of an acceptable quality or are faulty, we will endeavour to resolve the concern with replacement part(s) and/or Products. If repair or replacement is not possible, we will refund the purchase price.

Green Heat is also aware of its obligations under the Fair Trading Act 1986 and we strive to ensure that our customers are not misled, either intentionally or unintentionally.

Website Browsers

This website is fully compatible with Internet Explorer 7 and newer, Safari, Chrome and Mozilla Firefox browsers. If you are experiencing problems with another browser please try using Google Chrome. Please let us know your browser type and version and we'll make every effort to resolve the issue. We however cannot guarantee browser compatibility.

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Please refer to our Privacy and Security Policy which has been compiled by us to protect your personal information. By using our Website and/or providing information to us, you consent to the collection, storage, use and disclosure of your personal information in accordance with our Privacy and Security Policy.

Disclaimer

The information contained in this Website has been prepared solely for the purpose of providing information about Green Heat and the services and Products we offer. Green Heat reserves the right to change, delete or move any of the material on this Website at any time without notice. Green Heat shall not be liable to you or any third parties for any direct, indirect, special, consequential or punitive damages allegedly sustained arising out of your access to or inability to access this Website. This includes viruses alleged to have been obtained from this Website, your use of or reliance on this Website or any of the information or materials available on this Website, regardless of the type of claim or the nature of the cause of action. By your use of this Website, you agree that you are using this Website solely at your own risk.

Third Party Websites

This site contains links to third party websites. These websites have not been prepared by and are not controlled by Green Heat and have been linked for your convenience only. Any links to third party websites do not imply that we endorse and have checked and approved those websites.

Changes

Green Heat has the right to revise and amend these terms and conditions at any time.

Governing Law

These terms and conditions are governed by and interpreted according to the laws of New Zealand.