

Terms of Sale

1. General

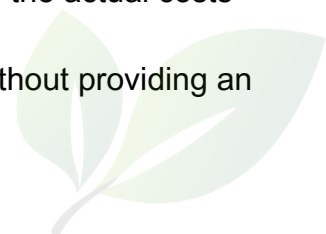
- 1.1 These terms and conditions apply to all agreements concluded by Ecosource (hereinafter referred to as "the Seller") with any third party (hereinafter referred to as "the Buyer"), or agreements resulting from them, as well as to all offers made by the Seller.
- 1.2 The applicability of the conditions used by the Buyer is hereby expressly rejected by the Seller.
- 1.3 The products listed in our catalogues and website may suffer minor adjustments in graphic reproduction. We recommend requesting samples in case of doubt. (Refer to our sample policy)
- 1.4 Ecosource reserves the right to modify prices without prior notice. The new prices will be published on our website.
- 1.5 Our prices do not include VAT/GST and are valid except for typographical errors.

2. Quotations and Orders

- 2.1 Quotations are provided without obligation and do not bind the Seller unless agreed in writing.
- 2.2 A contract is formed upon the Seller's written order confirmation or the actual fulfillment of the order. In the case of a written confirmation, it is considered to accurately reflect the agreement between the parties, and both parties are bound by its contents.
- 2.3 Representations and commitments made by the Seller's agents are only binding if confirmed in writing by the Seller.
- 2.4 Images, catalogues, samples, and drawings offer a general depiction of the Seller's products. Specifications such as dimensions, weights, or technical data provided in any offer are approximate unless explicitly guaranteed in writing. Industry-standard variations are acceptable.
- 2.5 Product-specific terms and conditions are outlined in our price list, and by placing an order, the Buyer is deemed to have accepted these terms as part of the contract.
- 2.6 Purchase orders, including those made online, should include all necessary details for proper processing: product code, description, quantity, color, special requests, etc.
- 2.7 It is the Buyer's responsibility to determine the suitability of the products for their intended use. Ecosource requires written confirmation of the approval of the print draft from the customer before proceeding with any customization of the ordered products.

3. Cancellation

- 3.1 In the event of an order cancellation, the Buyer will be responsible for covering the actual costs incurred, with a minimum charge of NZD 55.
- 3.2 The Seller reserves the right to cancel an order or refuse service to a Buyer without providing an explanation.



4. Freight Cost and Delivery

- 4.1 Our online prices include freight unless otherwise specified online or in quotes. Prices do not cover duties/taxes. We utilize carriers such as FedEx, UPS, and DHL for shipping.
- 4.2 Claims for open packages or lost items will not be accepted unless there is recorded proof of delivery at the time of delivery.
- 4.3 Orders placed online and sample deliveries are both subject to flat delivery rates; for details on sample delivery rates, please refer to our sample policy.
- 4.4 For sample delivery, flat rates apply - refer to our sample policy for details.
- 4.5 Deliveries are made to the address specified in the order. Responsibility for the goods shifts to the customer once Ecosource hands over the items to the carrier or another third party for transport. If the shipment is delayed due to unforeseen circumstances or customs issues, the risk still transfers to the customer when the goods are ready for shipment, even if the actual transfer or shipment is delayed.
- 4.6 Delivery times are estimates and are not considered firm deadlines. The Seller will make every effort to meet the specified delivery time, but if it is exceeded, the Buyer must first provide the Seller with written notice of default, allowing a reasonable period for rectification. Exceeding the delivery time does not lead to liability for the Seller, except in cases of intentional misconduct or gross negligence.
- 4.7 The Seller reserves the right to deliver orders in parts and to invoice each part separately.

5. Returns

- 5.1 For any returns, please contact our sales department prior to returning any items. Returns will not be accepted for goods after 15 days from the delivery date or for printed items not produced by Ecosource.
- 5.2 Items must be returned in their original packaging and in pristine condition.
- 5.3 We do not accept returns of food products, USBs, electronics, gift hampers, or perishable items.
- 5.4 Any returns without prior written approval from us will not be accepted and will be sent back.
- 5.5 We do not offer refunds. Instead, we will provide a credit for any authorized returns

6. Payment Terms

- **Prepayment:** All orders placed will require prepayment before processing.
- **Payment Methods:** Payments can be made via Stripe, PayPal, or bank transfer in advance.
- **Purchasing on Account:** Registered purchasers residing in New Zealand and Australia may have the option to purchase on account, subject to an assessment of creditworthiness.
- **Advance Payments:** If payment is made in advance, the amount must be credited to our account within 3 days from the order date. If not, the order will be cancelled, and the goods will be made available for sale.

At Ecosource, prepayment is standard for orders to ensure efficiency. However, we offer account options for resellers in New Zealand and Australia, subject to credit checks. Interested in an account? Contact us at accounts@ecosource.ltd. Note: All new accounts require prepayment for the first 3 months. Terms and conditions apply.

