

EBOS Online Terms and Conditions

SHIPPING AND DELIVERY INFORMATION

Orders are provided free of charge for delivery within New Zealand. Please allow 3-5 working days from receipt of your order. You will be notified that your delivery has been despatched with your shipping despatch number via email. Please note your order requires a signature for delivery.

PAYMENT SECURITY AND PRIVACY POLICY

Security

To ensure that your credit card or other personal details are kept secure in transit on the Internet, we use a digital certificate to encrypt the data going to and from the web site.

Privacy Policy

Given the transactional nature of our site, we need to collect personal information such as name, address, phone number and email address in order to communicate with you about your order, and also to deliver your products to you! EBOS Healthcare complies with the Privacy Act 1993. All order information and your personal details are private and confidential. They cannot be accessed by any other party.

CREDITS & RETURNED GOODS POLICY

Returning Goods

We are committed to ensuring you are satisfied with your purchase, and that you have received the right products, delivered in full and in accordance with your expectations.

Where this does not occur, we are happy to accept returns for goods that are ordered in error, sent in error or do not meet product quality expectations. We ask that you contact us within 72 hours of receipt of the product to obtain a Returned Goods Authority (RGA) Number. Please do not send goods back to us without an RGA number, as we cannot guarantee they will be received or placed back into stock.

When you contact us to obtain an RGA number, we will provide you with a label to affix to the item for return. We will then organise a courier to collect the goods from your facility. Please ensure the goods are ready for our courier to collect.

To assist in processing your returns we require the goods to be in the original packaging without any stickers or labels attached to the packaging. If you are sending it back to us, please place an outer cover, or packaging around the original item.

Sensitive or Sterile Products / Indent / Buy In Items

Please be aware that due to the sensitive nature of some products (e.g., sterile products), we may not be able to accept these back.

Check with us before placing your order to ensure you understand which products this may include.

Where goods have been ordered for you specifically (i.e., we have purchased this item based on your order – as a Indent/Buy-In Item), we may not be able to accept it back unless the manufacturer of the goods agrees to take them back.

Refund / Credit

Where we have sent the goods in error, you have received an incorrect product or the goods are damaged, we will provide you with a full refund/credit for the amount of the goods. The payment will be processed using the original method of payment, unless otherwise requested.

Postage and delivery costs are non-refundable for all returns, unless goods are damaged in transit.

Where the return occurs as a result of customer error, we may charge a minimal restocking fee to cover our costs associated with collecting the goods and placing them back into our Warehouse.

STOCK UNAVAILABLE

In the case you place an order for product that subsequently becomes unavailable, the remainder of your order will proceed, and the stock that goes on to back order will be delivered on a subsequent delivery docket.

CONTACT US

If you have any queries or would like to contact us in regards returning a product, please feel free to call us on 0800-733-633 and ask to talk to EBOS Customer Services. Alternatively, you can contact us by email at ebos@ebos.co.nz

TERMS OF TRADE

Any Goods supplied by us to you shall be subject to these Terms unless we agree in writing to change them. If you accept Goods from us, that action by you will be deemed to be acceptance of these Terms, notwithstanding anything that may be stated to the contrary in your enquiries or your order.

PRICE

Unless otherwise agreed in writing all freight, insurance, delivery and travel charges will be additional to any price quoted. Unless otherwise agreed in writing any quoted price may be altered prior to delivery of Goods to you, if our costs fluctuate materially. We may withdraw any quotation before it is accepted, and in any event any quotation will lapse 30 days after it is given without notice. GST will be payable by you as an additional amount on all prices and charges.

The price for Goods will be either as quoted to you in writing or, if no written quote is provided, pursuant to our standard charges applying at the time.

PAYMENT

Unless otherwise agreed in writing you must pay for Goods by the 20th day of the month following the date of the invoice relating to those Goods.

If full payment for the Goods is not made on the due date, then without prejudice to any other remedies available to us:

- We may cancel or withhold supply of further Goods;
- Interest on monies overdue shall be charged on a daily basis and be calculated by adding 3% per annum to the overdraft rate payable by us to our bankers at the time of and during such default, and interest shall continue to accrue both before and after judgment.

You shall be responsible for all costs incurred by us in recovering such monies.

We may from time to time vary your credit limit with us at our discretion, in relation to further purchases of Goods. If any acquisition would be in excess of your credit limit, we reserve the right to require payment in cash prior to delivery of the Goods, of the amount by which the cost exceeds your credit limit.

We shall have a full right of set-off with respect to amounts owed by you to us under these Terms, in relation to any monies owing by us, or any of our related companies, to you howsoever arising.

Your obligation under these Terms shall be to pay the full amount owing under these Terms free of all deductions or rights of set off.

OWNERSHIP

Ownership in the Goods shall not pass upon delivery, but shall remain with us until full payment for all monies owing by you to us have been made. Until all monies have been paid:

- You hold the Goods supplied as fiduciary for us and will deal with them as agent for and on behalf of us (but will not hold yourself out as our agent to any third parties);
- You shall store our Goods separately consistent with the Goods being our property, and ensure such Goods are able to be separately identified;
- If you resell the Goods supplied the proceeds of any resale will belong to us, and you will pay the same into a separate account for which separate records are kept, and all claims which you hold against third parties will be handed over to us;
- You irrevocably give us and our agents the right to enter your premises, to remove any of the Goods supplied and resell them;
- You agree to indemnify us (and our agents) against any liability incurred in connection with such entry and removal.

RISK AND DELIVERY

Unless otherwise agreed, you shall be responsible for the cost of and arranging transportation of all Goods. If we are delivering the Goods to you, we will use our best endeavours to see that deliveries are made according to schedule, but shall not be responsible for delivery delays due to causes beyond our control.

Risk in respect of the Goods sold shall pass to you when the Goods are delivered to you or your carrier, or the time you pay for the Goods, whichever is the earlier. It is your responsibility to insure the Goods, even if we have arranged transportation of the Goods.



ESSENTIAL TO HEALTH