

KXN Terms & Conditions

Placement of an order with IMO (“us”) constitutes confirmation by the Customer (“you”) to purchase goods from us and to be bound by the Terms and Conditions of sale as set out below. Please ensure you have read, understood and agree to these Terms and Conditions.

General

IMO shall be entitled to rely on the accuracy of any plans, specifications and other information provided by you.

You acknowledge and agree that you are responsible for obtaining any necessary permits, licences, consents or approvals (including any building consents) in accordance with all applicable laws and industry standards.

Modifications, Delays & Cancellations

Prices are subject to change if amendments to the specifications, quantities, or any changes to the site that impact on the detail design as per sign off drawings are made. We expect that you will supply information regarding anything that may affect this as soon as it is available to you.

Your request to cancel or amend an order must be received within 5 days of order placement.

Due to the nature of the construction process and the involvement of various Contractors and Sub-Contractors, delays with the completion date of your renovation or new build may occur. Should delivery be delayed as a result of this, the Progress Payment invoice will still be issued according to the *original delivery date* as specified on your Order Confirmation.

Payment Terms

We require a 40% deposit to proceed with Detail Design on all orders. We will supply an invoice for each of the payments below.

40% Deposit	To proceed with Detail Design & Production	Due within 7 Days
40% Progress Payment	To proceed with Installation	Due within 7 Days
20% Final Payment	Invoice issued on Completion / Sign Off	Due within 7 Days

Should delivery be delayed 3 weeks or more beyond the original delivery date as specified on your Order Confirmation it is our practise to issue an invoice for a further 10%. We are happy to store your KXN and hold off dispatch until the date suits at your end. We will discuss with you if any Storage charges will apply if the delay is more than 2 months.

Our GST number (087-181-979) is located at the bottom of all invoices and order confirmations. We prefer payment by Direct Credit to our bank account. Our bank account details are: IMO Group Ltd, 38-9005-0098810-00. Please use our invoice number as the reference. We also accept payment by Visa or Master Card. If paying by Credit Card we charge 1.5% of the sale for transactions over \$1000 + GST.

Please note Installation will not commence until the Progress Payment has been paid.

Payment of the final balance is required in full within 7 days of the date of the invoice. Failure to pay on time may result in action to recover any debts and/or Goods which have not been paid for in full. Any expenses, costs or disbursements incurred by IMO in recovering any outstanding monies including debt collection agency fees or solicitor's costs shall be paid by you.

Risk of any loss, damage or deterioration of or to the Goods passes to you on completion of Installation. Title to the Goods shall not pass to you until IMO has received payment in full.

Contact Us

Please contact us if you have any further questions.

Office	+64 9 373 4081
Email	orders@imo.co.nz
Office Address	30 Kenwyn Street, Parnell, Auckland 1052, New Zealand
Office Hours	Monday to Friday from 9am to 6pm
Bank Account	38 - 9005 - 0098810 - 00, IMO Group Ltd

Thank you for choosing an IMO product, we appreciate your support.

