

Terms & Conditions

The attached details are our understanding of your order. Please ensure all details are correct and contact us immediately if any changes are required. Otherwise, we will be in touch again closer to the delivery date.

Delivery Date

Your delivery date is based on current and anticipated factory capacity. However we would like to make you aware that the process of manufacturing furniture to order is variable and at times comes with unexpected delays. We will make every endeavour to deliver your order in full on or before the date stated in the attached Order Confirmation and will keep you informed if any changes arise.

IMO will be responsible for ensuring that your order has reasonable insurance to cover against loss or damage during delivery. Please make sure your site contact is aware to note any damage that may have occurred during Transport on the Carriers Packing Slip at time of receipt, then notify us immediately.

Payment

We will issue an invoice for all orders at least a week prior to dispatch.

Payment is required in full 2 days prior to dispatch. Failure to pay on time will result in immediate withdrawal of any further deliveries of ordered Goods and immediate action will be taken to recover any debts and/or Goods which have not been paid for in full.

We prefer payment by Direct Credit (or TT or IMT for International orders) to our bank account. Our bank account details are: Kiwibank Ltd, 38 - 9005 - 0098810 - 00. The Kiwibank Swift Code if required is CITINZ2X Please use our order number as the reference.

Modifications & Cancellations

Prices are subject to change if amendments to the specifications, quantities or delivery requirements are made. Orders can be amended within 3 days of order placement. We expect that you will supply information regarding anything that may affect your order as soon as it is available to you.

Your request to cancel an order must be received within 3 days of order placement. If you cancel an order before the delivery date above you may incur a cancellation charge.

Please note, should delivery be delayed at your request once manufacturing has commenced, payment terms will be effective from the delivery date as specified on your original Order Confirmation.

Contact Us

Please contact your Project Manager if you have any questions regarding the attached Order Confirmation or any other concerns you may have during the process of manufacturing your furniture.

If you have more than one order, please have our order number handy so we can process your queries quickly.

Telephone	+64 9 373 4081
Email	info@imo.co.nz
Postal Address	PO Box 99195, Newmarket, Auckland 1149, New Zealand
Office Address	30 Kenwyn Street, Parnell, Auckland 1052, New Zealand
Office Hours	Monday to Friday from 9am to 5pm
GST Number	087 - 181 - 979
Bank Account	38 - 9005 - 0098810 - 00, IMO Group Ltd
Swift Code	CITINZ2X (for Kiwibank)

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

MADE HERE.

