



## Terms & Conditions – Filter HQ Free Delivery Service

### 1. Eligibility

- Free delivery is available for customers who spend a minimum of **\$200 per month** with us.
- The minimum spend amount applies to regular monthly customers and may be subject to review.

### 2. Service Area

- Free delivery is available within Northland, including key service routes Whangarei, Hikurangi, Tutukaka, Kerikeri, Kaikohe, Kawakawa, Kaeo, Mangonui, Kaitaia, Dargaville, Ruawai, Paparoa, Maungaturoto, Wellsford, Te Hana, Walkworth, Mangawhai, Kaiwaka, Ruakaka, Waipu, Parua Bay.
- Some remote or rural locations may be excluded or subject to additional delivery conditions such as minimum spend per order over \$1000.

### 3. Order Processing & Delivery Time

- All orders must be placed **before 2:00 PM the day before the delivery run** to ensure space on the delivery schedule.
- Delivery days and times will be based on the service van's route and schedule.
- While we strive for timely delivery, delays may occur due to unforeseen circumstances such as weather, road conditions, or stock availability.

### 4. Customer Responsibilities

- Customers must provide the **correct delivery address** at the time of ordering.
- If an incorrect address is supplied, or if delivery cannot be completed due to **locked gates, loose dogs, or other access restrictions**, Filter HQ reserves the right to charge a freight fee for re-delivery.
- If a customer decides to **cancel the delivery after the cut-off time (2:00 PM the day before)**, a **freight charge may apply** if the order was already dispatch.
- Someone must be available to receive the delivery at the specified location. If no one is available, re-delivery charges may apply.

- **For bulky items such as drums or IBCs, a forklift is required at the delivery location.** If a forklift is not available, alternative delivery arrangements must be made, and additional charges may apply.

## **5. Exclusions**

- Free delivery does not apply to special orders, bulk shipments, or items requiring freight handling.
- Some promotional or discounted orders may not qualify for free delivery.

## **6. Changes & Cancellations**

- Order cancellations or changes must be made **before 2:00 PM the day before the scheduled delivery** to avoid additional charges.
- Last-minute cancellations or failed deliveries may result in a freight fee.

## **7. Right to Modify**

- Filter HQ reserves the right to modify or discontinue the free delivery service at any time without prior notice.

For further inquiries, contact us at 09 430 0395