

## Terms

### SHIPPING

Shipping is quoted separately once we receive your order.

We use couriers for most deliveries.

We use the most efficient and cost effective service available. Charges are typically for the outer box so if you order several items and they can be packaged together the unit cost of the freight can be reduced.

### RETURNS / REFUNDS

If you have a problem or are unhappy with your purchase, Pivotal Brackets will put the matter right.

If you are not completely satisfied with your purchase, any defective or unused items may be sent back to Pivotal Brackets and will be refunded in full.

We will only accept return of goods within 28 days from date of dispatch.

Goods should be returned to Pivotal Brackets, 5 Binsted Road, New Lynn, Auckland, New Zealand.

All items for return must be

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in the original packaging that the product was supplied in,

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the outer packaging is not damaged, marked or degraded in any way,

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the product has not been modified

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and the product can be resold.

The customer will cover all costs of returning goods, unless the item(s) were delivered in error or are faulty.

### PAYMENT METHOD

#### Currency

All prices are quoted in New Zealand dollars and include Goods and Services tax.

## Credit Card

Pivotal Brackets is fully committed to the security of your details, so you don't have to stress. When you place a credit card order through this site your details are transmitted over a secure server. All details are encrypted before it is transmitted using SSL technology.

Select the Credit Card Payment option

Enter your credit card details & continue thru the checkout process

## DISCLAIMER

By using this site you agree to the Terms & Conditions outlined below. If you do not agree to these terms & conditions, please do not use this site. Changes may be made to these Terms & Conditions at any time, without prior notice. So check them out regularly.

This site & these Terms & Conditions shall be interpreted in accordance with, & governed by, the laws of New Zealand. Pivotal Brackets and Luggage does not accept any liability for any loss or damage that may directly or indirectly result from an error or omission in information provided on this site.

If you have any questions regarding the Terms & Conditions or want to contact Pivotal Brackets please send an e-mail.

## PRIVACY POLICY

### 1 Introduction

Pivotal Brackets takes your privacy seriously. This privacy policy describes how and why we obtain, store and process data which can identify you. We may update this policy from time to time and shall indicate on the web site when changes have been made.

### 2 The Information we collect

Information is collected from you when you register with us, or when you contribute to or use some of the advanced features on the site. The information we collect is clearly set out on the web page on which we collect it. In addition, we may collect your IP address and use cookies unless you configure your web browser not to accept them.

### 3 Why we collect it

We collect information about you so that we can respond to your request for more information.

### 4 Who we disclose it to

4.1 We will only pass on information about you as an individual (as opposed to aggregate information) to third parties to enable us to perform services requested by you or with your prior consent.

4.2 In certain circumstances we may need to disclose information about you if required to do so by law or by any Governmental body.

## 5 Security

Keeping information about you secure is very important to us and certain sections of the site may encrypt data using SSL or a comparable standard. However, no data transmission over the Internet can be guaranteed to be totally secure. As a result, whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information which you send to us, and you do so at your own risk.

## 6 Questions?

If you have any questions or complaints relating to this Privacy Policy or how we use the personal information we have about you, please contact us we will endeavour to respond to you promptly.