

Terms and Conditions ([www.trainimals.com](http://www.trainimals.com)) when purchasing products through our online store

## Shipping & Delivery

### *Cost of Shipping*

We offer FREE delivery New Zealand-wide on orders over \$59.99 to urban areas, excluding the on-special-sale products. For rural deliveries over \$59.99 there is a flat fee of \$5.00

For Christchurch Local areas, which includes all Surrounding Suburbs, deliveries for orders under \$59.99 have a flat fee of \$5.00 for packed parcels up to 5kg. We will contact you in case your order would be in excess of this and alternative solutions for shipment or order handling may be offered to have it shipped most cost effectively.

### *Standard Orders, Rural and PO boxes*

For all orders to urban areas under \$59.99, we have a delivery fee of \$8.00. There is an additional fee of \$4.00 for all rural deliveries, which includes Waiheke Island. We will not ship to any overseas destinations, neither to PO boxes. Contact us first by email if shipping to these locations is required.

### *Gifts & Samples*

Some deliveries may be provisioned with free gifts or samples. You may or may not receive any because this is based upon a random selection of shipments and the availability of those free products. We cannot guarantee that your parcel will have such free gifts or samples, now or with any next order.

### *Pick-up*

We currently are not able to organise pick-up.

### *Shipping*

Once your payment has been made and ordered goods are available, we will ship your order within 3 working days. All orders placed before 2:00PM will be processed that same day. Please note that there will be no shipment done on Saturday, Sunday and public holidays.

If we are unable to send your goods within five days, we will contact you with this information. At the same time we may offer you alternative goods. We will not send substitute goods without your consent.

### *Receipt of Goods*

You can expect your parcel to arrive within 5-8 workings days after the order has been placed. We do our utmost best to shorten the wait, but are reliant on the courier's allocation and region of delivery. We can organise overnight or urgent shipment on request, but only on orders to which we have been contacted for prior payment.

## Returns and Exchange

We'll do our best to make sure all goods sent are in good conditions.

### *Refund and Returns*

All goods sold are final and are NON-REFUNDABLE and NON-RETURNABLE unless defective. But if you really need to return some item to us, item must be returned within 3 days of receipt and we

will gladly offer you an exchange, store credit or credit note based on the appropriate situations. Customers will be responsible to bare the shipping cost for the exchange items.

Delivery or shipping fees are not refundable.

#### *Wrong Item, Colour or*

If we shipped you the wrong item, please contact us. It is important that you contact us before returning your item, so that we may assist you with the return shipping fees. You will be provided with an RMA number for tracking purposes. If you do not contact us, you may be held responsible for all return shipping charges. Before you call, please have your order number available. Please be prepared with a detailed description of the differences between the items you ordered and the item you received. This will shorten the process of exchange for you.

#### *Return Policy*

If you have any question, please feel free to contact us, we will answer all emails with 1, 2 working days. If you are happy with our products and service, please kindly leave us a feedback, it will be our greatly appreciated.

If you are unhappy with the shopping or any problems, please kindly contact us and we will try our best to solve the problems professionally, directly and swiftly.

For EXCHANGING ITEMS (Based on acceptable situations), please e-mail us via the contact page and notify us within 3 days of receiving the product.

Items returned must be unwashed & unused in its original packaging, containing all original product labels and tags, UNOPENED and in RESEALABLE condition for generic health and safety reasons we cannot accept any toy or product that has been used, even once.

Once the returned item has been received and verified suitable for exchange, new selected items will be posted out via local mail or courier delivery. Please pack your returned items properly to ensure that items do not get damaged in transit.

#### Privacy Statement

We respects your privacy. We will not share, trade, or sell any personal information at any time for any reason.

#### Prices and Taxes

All our prices are in NZ Dollars and GST inclusive unless otherwise stated.

#### Payment

Make payment for goods bought online by way of your credit or debit card. We only accept payment through Paypal (VISA). When making a purchase the name that will appear on your bank statement will be DISTRIPET.

#### 2% Donation to Welfare and Rescue Organisations

When buying products through [www.trainimals.com](http://www.trainimals.com), 2% of the purchase of PLANET DOG products will be donated to Welfare/Rescue organisations (equally divided between Dogwatch, CBBR, SPCA Canterbury, K9 Rescue and rehoming, Second Chance Dog Rescue).

Donations will be organised twice yearly or when a substantial amount of money has been raised.

## Training services

As training services will be provided via KURI Ltd, for terms and conditions please refer to [www.kuri.co.nz](http://www.kuri.co.nz)

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