NEW ZEALAND
Resuscitation Council
WHAKAHAUORA AOTEAROA

Terms and Conditions

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By purchasing goods or services from the New Zealand Resuscitation Council ('us'/'we'/'our'), the customer ('you'/'your') is deemed to accept these Terms and Conditions. We may amend these Terms and Conditions at any time.

The New Zealand Resuscitation Council Inc. is a New Zealand-owned business for trading and registration purposes.

Price

Prices are in New Zealand dollars unless otherwise specified. Advertised prices may not include costs. Once invoiced, this is your final price, which includes freight, GST and any other taxes or duties.

Quotes are valid for 30 days and the final price may be subject to change depending on costs (e.g. freight).

Orders and payment

Orders can be made through our website or by contacting us. Website orders will be acknowledged with an order receipt for the transaction. We encourage you to keep this for your records.

We will advise you of your invoice details and payment can be made by direct payment to our bank account or by credit card at checkout. Orders that have not been paid within 30 days of invoice will be cancelled.

Payment must be received before goods are dispatched or services are delivered unless we

have approved you as an Account Holder. Account Holders must purchase using a Purchase Order reference. All payments from Account Holders must be received by the twentieth of the month after the date of invoice. We reserve the right to recall unpaid goods after 60 days.

Credit card payment at checkout

We will neither collect nor store your credit card details. At checkout, you will be directed to use the credit card payment facilities provided by eWay. eWay makes the following statement on security:

Eway is certified as meeting level one PCI DSS compliance. This means all payment data is safeguarded to the highest measures of online security. Our fraud protections is designed to detect any suspicious activity throughout the entire transaction process.

Overdue invoices and queries

Interest at 5% of the cumulative total plus standard bank rates may be applied on overdue invoices. We may take whatever action necessary to recover debt on an overdue invoice. The debtor will be liable for any costs incurred in pursuing the debt.

If you have a query about your invoice or are advising us of a remit, send this to accounts@resus.org.nz. If you have a dispute in relation to any amount in an invoice please contact us immediately to discuss. We are not obliged to investigate a disputed amount if you do not notify us about it within 30 days.

Delivery

Delivery of goods

Goods will be dispatched by courier to the address nominated by you within two working days of our confirming receipt of payment. You will pay for any costs associated with the delivery of goods (e.g. packaging, postage). We aim to deliver goods as fast as possible but please allow up to five working days for urban delivery or 10 working days for rural delivery.

Delivery of services

Services will be delivered at a time specified by us. You will pay for any costs associated with the delivery of services (e.g. travel, accommodation). If we are unable to meet our obligations for supplying a service, such as in the event of postponement or cancellation, a

full refund will be offered.

Cancellation and refund policy

The cancellation and refund policy will be applied at our discretion.

If you cannot make your course booking due to unexpected circumstance please contact us immediately so that we can consider your situation.

Changing or rescheduling your ECI assessment booking

If you reschedule within two weeks of the start of an ECI assessment session on which you are booked, you will incur a change fee equal to 50% of the course or session fee.

A booking change within 48 hours of the assessment session will be treated as a cancellation.

No fee is payable if you reschedule more than two weeks in advance of the beginning of your assessment.

Cancelling your ECI assessment booking

If you cancel within two weeks of the start of an ECI assessment session on which you are booked, or if you change your booking within 48 of your assessment session, you will not be entitled to a refund.

No fee is payable if you cancel more than two weeks in advance of the beginning of your assessment.

Changing or rescheduling your CORE Advanced Instructor or NLS Advanced Instructor Course booking

If you reschedule within four weeks of the start of a CORE Advanced or NLS Advanced Instructor course on which you are booked, you will incur a change fee equal to 50% of the course or session fee.

A booking change within one week of the course will be treated as a cancellation.

No fee is payable if you reschedule more than four weeks in advance of the beginning of your course.

Cancelling your CORE Advanced Instructor or NLS Advanced Instructor Course booking

If you cancel within four weeks of the start of a CORE Advanced or NLS Advanced Instructor course on which you are booked, or if you change your booking within one week of your course, you will not be entitled to a refund.

No fee is payable if you cancel more than four weeks in advance of the beginning of your instructor course.

Product return

Please choose your products carefully. We are not obliged to refund purchases after goods have been dispatched.

Risk and insurance

Risk and liability for damaged goods passes to you as soon as we confirm, or are able to confirm, that the goods have been dispatched to you.

Ownership of goods and services

We retain ownership of the goods or services provided until we have received full payment.

Liability and warranty

The Consumer Guarantees Act 1993 applies to the sale of goods or services to consumers. If the goods or services are acquired for a business then our liability is limited to the contract price.

We are not liable for any delay in delivering goods or supplying services to you, provided that we have met our obligations for delivery.