

REFUND POLICY

21 October 2024



Standards New Zealand Refund and Replacement Policy

At Standards New Zealand, we are committed to ensuring your satisfaction with our products whilst maintaining the integrity of our standards and services. This policy outlines our approach to refunds and replacements for both digital and hard copy standards, providing clarity and transparency in our processes.

1.1. Digital Products

For digital products, including PDF standards and Online Library subscriptions, we generally do not offer returns or refunds once Standards New Zealand has made the content available to the customer, regardless of whether they have accessed it or not. The value of our publications is in the content itself, and once this content has been made available, it cannot be effectively retracted. Due to the nature of digital content, we cannot control the creation of copies or guarantee the complete deletion of all copies if a refund were to be made. This inherent characteristic of digital products means they cannot be returned and are not refundable unless we have provided the wrong product or a defective product.

In cases where the same user has accidentally purchased the same digital product twice from us, we will consider a refund request. This does not apply to hard copies.

For organisations requiring multiple users to access a document, we offer Networkable PDF licences. If multiple users from the same organisation purchase single-user PDFs, we may consider a partial refund for the difference in cost between the purchase price of the two single-user PDFs and the cost of a relevant Networkable PDF licence.

1.2. Hard Copy Products

Standards New Zealand offers more than 120,000 products for sale on our web shop. Due to the limited size of the New Zealand market and the low demand for printed formats, we do not hold stock of these items. When orders are placed for hard copies, the publication is printed on demand. For this reason, we do not accept returns of printed content unless we provided the incorrect product or the product is defective.

We determine the most appropriate way to bind hard copy products. The binding method depends on several factors, including the number of pages. We welcome feedback on ways to improve our products, and if you feel the binding method is not appropriate, please let us know. We will consider all feedback on a case-by-case basis, but unless the binding is defective, the binding method is not grounds for a refund.

1.3. International Standards

Our refund and replacement policy applies equally to all our products, including international standards.

1.4. Online Library Subscriptions

We strive to ensure continued access to our Online Library and aim to offer 99% annualised uptime. However, factors outside our control may impact this. We do not offer refunds of subscriptions for interruptions in access to the Online Library. It will be at the discretion of Standards New Zealand to offer an extension of your current subscription services if, due to matters under our control, there is limited or no access to already subscribed content of the Online Library for a substantial period of time.

1.5. Defective Products

We strive to ensure all our products meet the highest quality standards. However, if you receive a defective product, you may be eligible for a replacement. It's important to note that our policy is to replace defective products rather than issue refunds.

For the purpose of our replacement policy, a defective product is defined as follows:

Defects include:

- Illegible images or text
- Missing pages or content that was included or intended to be included in the publication
- Content not in English (excluding dual language publications)
- Corrupt or unreadable digital files (for PDF products)
- Significant printing errors such as misaligned pages, ink smears, or blank pages
- Binding issues in hard copy products (e.g., pages falling out, cover detached)
- Incorrect or incompatible file formats for digital products

Defects do not include:

- Errors in the content that can be remedied by publishing an amendment or correction
- Typographical errors that do not significantly impact the understanding of the content
- Differences in formatting or layout between digital and hard copy versions, as long as all content is present and legible
- Personal disagreement with the content or methodology presented in the standard
- Compatibility issues with the user's software or hardware for digital products, provided the product meets our stated technical specifications

If you believe you have received a defective product, please contact our customer service team within 30 days of purchase, providing a detailed description of the defect and, if possible, photographic evidence for hard copy products. Our team will review your claim and, if the product is determined to be defective according to the criteria above, we will arrange for a replacement to be sent to you at no additional cost.

For digital products, we will provide access to a new, non-defective copy of the file. For hard copy products, we will send a replacement copy once we receive the defective item back. We will provide instructions for returning the defective item.

Please note that this replacement policy applies only to defective products as defined above. It does not cover changes of mind, ordering errors, or other circumstances not related to product defects.

1.6. Standards Development and Regulatory Independence

Standards New Zealand maintains independence from regulatory agencies to ensure impartiality and to guarantee that standards are developed by the industry for use in the industry. Our standards development decision-making is statutorily independent and free from undue industry, government, or political influence. This independence is crucial to maintaining the integrity and credibility of our standards both within New Zealand and on the international stage

Equally, regulators are independent from Standards New Zealand and can cite standards in law without consulting us. It's important to note that regulators may not always cite the latest version of a standard in their regulations. This can occur for various reasons, including review cycles, implementation periods, or specific regulatory requirements.

If compliance with a regulation is critical to the work of a customer, it is the customer's responsibility to check with the relevant regulator about which version of a standard is required for their work. In some cases, this might be a superseded version of a standard.

Standards New Zealand does not offer refunds if an incorrect or uncited version of a standard is purchased. This policy is in place because:

1. We cannot guarantee comprehensive monitoring or anticipation of all regulatory changes, including modifications to legislation, regulatory frameworks, legislative instruments, and policies implemented by various government agencies and regulatory bodies across different industries.
2. Older versions of standards may still be relevant for certain regulatory compliance or historical reference.

We strongly encourage our customers to:

1. Verify the specific version of a standard required by their relevant regulatory body before making a purchase.
2. Contact the relevant regulatory agency if they have any questions about which version of a standard is required for compliance.

This policy applies to all standards, including those referenced in Acts, regulations, or used as 'acceptable solutions' or 'means of compliance' in various regulatory frameworks.

1.7. Proof of Purchase and Refund Process

Proof of purchase is only relevant if the same user purchased the same product twice. Purchases made from other suppliers will not be considered as grounds for a refund from Standards New Zealand.

If you're eligible for a refund, we will process it within 5 business days of approval. We typically refund to the original payment method used for the purchase. This policy ensures that funds are received by the person or organisation that made the original payment. Please note that depending on the refund method, it may take additional time for the funds to appear in your account after processing.

1.8. Order Cancellations

Once an order is placed, it is automatically processed to ensure quick delivery of your standards. If you need to cancel an order for a hard copy, please contact us immediately. If printing has not yet started, we may be able to cancel it for you. However, once printing begins, we are unable to cancel the order as the standard has been produced specifically for you.

1.9. Contact and Support

If you have any questions or need to discuss a potential replacement or refund, please don't hesitate to contact us. You can reach our customer service team via email at enquiries@standards.govt.nz or by phone at 0800 782 632 (within New Zealand) or +64 3 943 4259 (for international calls). Our business hours are 8am to 5pm, Monday through Friday.

In the event of any disputes related to replacements or refunds, we encourage customers to refer to our Feedback page on our website for further information on how to proceed. We have a dedicated process in place to ensure that all concerns are addressed fairly and promptly.

At Standards New Zealand, we value your business and are committed to providing you with the highest quality standards and service. We hope this policy demonstrates our dedication to your satisfaction and our willingness to address any issues that may arise, whilst also explaining the reasoning behind our procedures. Thank you for choosing Standards New Zealand for your standardisation needs.