

Te Rito Maioha Website Terms and Conditions



Te Rito Maioha is located in New Zealand and therefore must comply with all relevant New Zealand laws.

Te Rito Maioha provides no warranties, whether express or implied, that information provided on this website is accurate or reliable.

Disclaimers and Limitations of Liability

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Altering any of the content of Te Rito Maioha website by a member is done at the member's own risk. Te Rito Maioha accepts no liability for content that is downloaded and altered.

Purchasing

When you buy products from us through the checkout process on this website you are agreeing to be bound by these Terms & Conditions. You are

responsible for providing the information we need to process your order.

Business Trading Name

"TERITOECONZ" will appear on cardholder statements for any credit card transactions made through this website. Your account will be charged in New Zealand dollars.

Prices

All prices on this site are in New Zealand dollars (NZD) and include Goods and Services Tax (GST) if applicable.

Paying for your purchase

All payments are due at the time you order and we will not ship any goods until payment has been received.

All of our online transactions are hosted by Stripe <https://stripe.com>.

Availability

All orders are subject to the availability of the goods and services you wish to purchase.

Physical products

Returns

Any item sold through Te Rito Maioha's website may be returned to Te Rito Maioha by the purchaser within 30 (thirty) calendar days of purchase for any reason. The purchaser is entitled to a refund of the purchase price of the item, not including courier or postal charges, only after the returned item has been received at Te Rito Maioha's National Office. The item must be unused and in the same condition that you received it for Te Rito Maioha to accept its return.

Any item received by the purchaser in a damaged state, or in error, may be returned for full refund. In such a situation, the purchaser must contact the Te Rito Maioha by phone or email immediately or before the end of the next working day.

Cancellation of physical product orders

We reserve the right to accept, reject or cancel any order, or part of an order, at anytime during the process. If we reject or cancel an order, we will refund any money you have paid in relation to the rejected part of the order, less any actual and reasonable costs we may have incurred on your behalf in trying to fill the order.

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You may cancel your order or part of an order anytime until payment has been processed and the order packed for shipping. Cancellations will be handled on a case by case basis at our discretion.

Refunds & Complaints for physical products

If you think any goods are unsatisfactory, a written explanation needs to be emailed to us before we can consider a refund. Requests for refunds will be looked at on a case by case basis and any refund is at our discretion.

Any complaints about our products should be sent to us in writing. We will look into your complaint carefully and will notify you of the outcome.

Shipping of physical products

Once your order has been placed and payment made, we will endeavour to process it the next working day. However, we cannot be held responsible for late delivery due to circumstances beyond our control, such as extreme weather conditions, strikes or shortages.

The purchaser is responsible for paying any shipping costs as notified on our website at time of purchase.

It is the purchasers responsibility to provide an accurate delivery address. Sorry, but we are unable to ship to PO Box addresses.

We make every effort to pack your order carefully. Te Rito Maioha have no control over the timing of your delivery and accept no liability for the timing, loss or damage to your parcel whilst in the hands of the courier.

We will email you with a tracking number confirming the dispatch of your order. Please allow up to 10 working days for delivery of your parcel.

If your parcel does not arrive within the expected delivery timeframe, please email us. We will lodge an enquiry for you with the relevant postal service. The postal service will then contact you with an update and details on how you can make a claim if necessary.

We are unable to post internationally.

If you have any questions, please contact us on 0800 322 384 or support@ecnz.ac.nz.

Live Face-to-Face Workshops & Live ZOOM

By registering for any live professional learning and development (PLD) with Te Rito Maioha, you are entering into an agreement with Te Rito Maioha that you will attend.

Cancellation by participant/registrant

If you need to cancel your registration, you must notify Te Rito Maioha at least 2 working days prior to the date of the PLD ("cancellation period"). If you notify cancellation within the cancellation period, we will refund your payment, less an administration charge of \$10 per registration transaction.

No refund will be given if notification of cancellation is received after the cancellation period or if no notice is received by Te Rito Maioha. There is no refund or credit for "no-shows" the day of the workshop or ZOOM. Any recordings or handouts that may be provided to attendees, will not be available to "no shows" unless otherwise stated.

You may arrange for another person to attend PLD in your place. Please notify us of the change of registration at least 24 hours before the workshop date.

Cancellations or changes to registration details must be made in writing and be emailed to members@ecnz.ac.nz.

Cancellation by Te Rito Maioha

In cases of inclement weather, all efforts will be made to hold workshops as scheduled. If Te Rito Maioha deems it necessary to cancel a workshop, registrants will be notified by email and will receive a full refund. However, if a workshop is held as scheduled, registrants will be expected to attend, and no refunds will be issued.

If a presenter is unable to hold the event, Te Rito Maioha will make every effort to contact all registrants as soon as possible to notify them and where possible will reschedule the event. Registrants will have the option to either receive a full refund or transfer the registration to the same course at the new future date.

Te Rito Maioha reserves the right to refuse/cancel a registration or event due to low enrollment or other circumstances which would make the registration or event non-viable.

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Should circumstances arise that result in the postponement of a registration or event, registrants will have the option to either receive a full refund or transfer the registration to the same course at the new future date.

Te Rito Maioha will notify you of this cancellation no less than 2 working days before the PLD is scheduled to take place. Please note, however, that Te Rito Maioha will not accept responsibility for any other associated costs incurred by participants (such as travel and accommodation).

Online webinars

As access to webinars is provided on payment for the PLD, no refunds will be made if you do not access.

Access to all online courses will be made available for up to one year from purchase. You will receive a reminder if you haven't accessed or completed the PLD 2 months prior to access expiring.

Compliance with law

Nothing in these Terms and Conditions is intended to avoid the provisions of the New Zealand Consumer Guarantees Act 1993 ("CGA") except to the extent permitted by the CGA or to exclude liability arising under any other statute. If and to the extent that such liability cannot be lawfully excluded, these Terms and Conditions shall be modified to the extent necessary to give effect to the above intention.

If you are acquiring goods or services from us for the purposes of a business, you agree that the guarantees provided in the CGA shall not apply. We do not provide any express guarantees (as that term is defined in the CGA) other than those expressly confirmed in these Terms.

The information contained on this website has been prepared in accordance with New Zealand law and may not satisfy the laws of any other country. We make no representations, warranties, or guarantees as to whether or not the information or products available from this website are appropriate or available for use in other countries. If you choose to access this website from outside New Zealand, you are responsible for compliance with applicable local law.

Changes to these Terms and Conditions

Te Rito Maioha may, from time to time, add or remove information or products from this website without notice.

We reserve the right to amend these Terms & Conditions at any time without notice.

You are responsible for ensuring you are familiar with the latest terms and conditions. Your continued use of this site represents your agreement to be bound by the terms and conditions as amended.

These terms and conditions were last updated 16 September 2024.