

NZMGA Shop Terms and Conditions

Customer Care

If you have any questions, feedback or issues with your order please contact gm@nzmgga.org or phone 0274 431 749. We will endeavour to respond to you within two working days.

Shop Shipping Information

Your order will be shipped after confirmation of payment is made and approved. No items are considered sold until the item has been fully paid for and dispatched.

All parcels are shipped by courier. We aim to send all orders within 1-2 business days at receipt of payment, at which time you will be sent an email that your order has been dispatched.

You should then allow for up to 3 business days for your package to arrive at your New Zealand address. This time may vary between 1 and 10 days. Please ensure you give us an address where someone will be available to sign for and receive your parcel during week days. We do not deliver items during the weekends due to delays in courier deliveries.

Please note that during peak seasonal dates, delivery time frames are longer (particularly the November/December Christmas period).

Payment Options

Below are the payment methods for shop orders, NZMGA memberships and tournament entries.

- Credit card (Visa or Mastercard). Credit cards will be charged for the full amount at the time you place the order
- Internet banking. If you select this option, you will receive a confirmation message with the online banking payment details.

Currency

All pricing is in New Zealand Dollars and inclusive of GST.

Tournament Refunds

Tournament entry fees will only be refunded in the case of a withdrawal being received in writing within 7 days before the closing date for entries or in the case of serious illness or tangihanga.

Requests for refunds should be directed to:

NZMGA Secretary
23 Kirk Crescent
Kawerau 3127

Shop returns

Returns can only be processed through NZMGA. We will accept returns up to 14 days from the date you receive your goods. The product must be returned in the same condition you received them in and in the original packaging for a full purchase price refund excluding delivery cost

To return product you need to make sure the product is returned in its original packaging and send it to the following address:

Attention: Returns

NZMGA Secretary
23 Kirk Crescent
Kawerau 3127

Unfortunately, we are unable to provide free returns for customers unless due to an order error. We would recommend any returns by courier and be able to tracked and traced. We will notify you via e-mail of your refund once we've received and processed the returned item. You can expect a refund in the same form of payment originally used for purchase within 7 business days of us receiving your return.