

FILTRATION SOLUTIONS LTD NZ  
CANCELLATIONS, RETURNS & REFUNDS POLICY

If you need to purchase additional products as additional shipments, or if you wish to return any items, you can do so under the terms of our Returns & Refunds policy (see below).

ORDER CHANGES

If you change your mind about an order after confirming it, contact us as soon as possible – providing it has not already been dispatched we are happy to make changes to your order. We can adjust the cost of your order to reflect any changes you make to it.

CANCELLATIONS, RETURNS & REFUNDS

FSL want you to be happy with your purchase. Therefore, if you are not satisfied with your purchase for any reason, return the goods and we will organise a refund or a credit for the cost of the goods.

FSL complies with the New Zealand Consumer Guarantees Act 2020.

Customised, made to order, special orders or any specifically imported items can NOT be cancelled, returned or changed at all, under any circumstances.

All returns must be made within 30 days of dispatch and the customer is required to pay for any freight charges incurred.

Before returning any items please contact us and we will respond within 48 hours.

1. Complete the “Contact Us” form on our website (You will automatically get a reply acknowledging your request).
2. Email to [chris@filtrationsolutions.co.nz](mailto:chris@filtrationsolutions.co.nz)
3. Call the Managing Director (Chris Redshaw) on +006421 1637181
4. In person - Visit us at 32 Jellicoe Road, Panmure, Auckland 1072 (please note that this requires you to make an appointment).

In all cases please supply all relevant purchase details & information.

- Business or Personal contact details (name, address, email, phone)
- Proof of purchase including date of purchase and the original receipt
- Product description and Invoice number
- Reason for return request
- Store location (if the products were not purchased online)

If a return is due to a shipping error, fault, or product damage, then the costs of the return postage need to be met by the customer. Refunds or any credits for damaged returns will be given at the discretion of FSL management.

We want to make your shopping experience satisfying, convenient, and pleasurable and want to reinforce the fact that we take your privacy seriously.

This Privacy Policy outlines how Filtration Solutions Limited (“Filtration Solutions Limited NZ” or “FSL” or “us” or “our” or “we”) will collect, store, use and disclose any

personal information provided to us in respect of our products and services including use of the FSL website and other associated services.

By providing us with your personal information you provide unconditional consent to us collecting, storing, using and disclosing your personal information in the manner set out in this Privacy Policy.

Filtration Solutions Limited recognises the importance of safeguarding your personal information. We are bound by, and comply with, the Privacy Act 2020 (the "Privacy Act"). This Privacy Policy must be read in conjunction with our website terms and conditions.

### COLLECTION OF INFORMATION

The types of information we collect may include but not be limited to:

Information you give us when you register for our products or services or to receive communications from us or otherwise interact with us including: name, email address and other contact details, identity information and any other personal information or items provided via our website.

Information we receive from another person or organisation linked to your Filtration Solutions Limited NZ accounts as part of the registration process or during use or maintenance of your Filtration Solutions Limited account.

Information, including verification information, we obtain from trusted third parties about you, your personnel or your company to enable us to provide a product or service to you (e.g., banks or credit bureaus).

Information collected using automated technologies which track visits to and use of our websites which we aggregate and does not identify individuals.

Information collected using automated technologies which may identify an individual including information about a customer's device or computer, use of our website, merchant portals and apps such as:

- Information about computer or device: IP address and domain name, device type, operating system and browser information, device screen size and general geographic location.
- Information about use of our website: referring domain, pages visited on our website, date and time when website pages were accessed.
- Cookies and similar technologies: information we obtain from cookies in the administration of our website and to improve the usability of our website. You may be able to configure your browser to notify you when you are offered a cookie and decide whether or not to accept it. However this may have a negative impact on use of our website.
- Information about use of our products and services via our website including date and time of use, payment cards registered, transaction data and expense information.

FSL will NOT accept any information (including personal information) of other individuals or third parties.

You may decide not to provide your personal information to us. However, if you do not provide it we may not be able to provide you with full access to our products and services, website or associated services.

### USE & DISCLOSURE OF INFORMATION

The information we collect will be retained by us for our business purposes including but not limited to:

- verifying your identity
- communicating with you
- providing our products and services and information about our products and services to you including but not limited to account administration and technical support
- providing you with further information about us or other goods or services offered by us
- providing you with news, reports or information that we consider may be of interest to you
- marketing, promotional and publicity purposes (including direct marketing), market research and surveys
- analysing use of our website and associated services
- reporting in aggregate form (with identifiable characteristics removed so that you will remain anonymous)
- monitoring the effectiveness of email campaigns
- improving the content of our website and other products and services.

Your personal information will be made available internally at Filtration Solutions Limited for the above purposes and may be accessed by selected staff (such as customer service representatives).

Apart from the Payment Gateway, FSL will NOT disclose your information to other third party service providers to ensure that information held or processed on our behalf is protected.

If you apply for a credit account with us, we may disclose your contact information to companies only for the purpose of customer due diligence for credit checking requirements. Normally we have your permission to gain financial credibility.

We do NOT use the services hosted by third parties for analytics tool used to understand how our customers use our website and associated products and services.

We may use or disclose personal information that you have provided to us, or which we have obtained about you:

- for the above-mentioned purposes

- if we have given you notification of the intended use or disclosure and you have not objected to that use or disclosure
- to comply with a legitimate request by a law enforcement or government agency pursuant to a statutory or regulatory requirement or as part of court proceedings or to protect our rights; and
- if we are authorised, required or permitted by law to use or disclose the information.

## STORAGE & SECURITY

Information collected in relation to purchase our products and services on the FSL website is stored by Paymark Limited trading as Filtration Solutions Limited .

The security of your information is important to Filtration Solutions Limited and they have invested significant efforts to follow best industry practice to protect information. While Filtration Solutions Limited protect information to the best of their ability they cannot guarantee the security of factors beyond Filtration Solutions Limited control such as vulnerabilities that may be identified in Internet protocols.

Customers can be assured that as an entity that handles cardholder data Filtration Solutions Limited operate in accordance with strict requirements for protecting your cardholder data set out in the Payment Card Industry Data Security Standard (“PCI DSS”). Evidence of Filtration Solutions Limited PCI DSS compliance is available on request.

## RIGHT TO ACCESS

Under the Privacy Act you are entitled to certain rights of access to your personal information held by us. You are also entitled to have any incorrect information corrected by us.

You may request access to, or correction of, any personal information we hold about you by sending an email to [chris@filtrationsolutions.co.nz](mailto:chris@filtrationsolutions.co.nz)  
Chris Redshaw is the Managing Director of Filtration Solutions Limited, 32 Jellicoe Road, Panmure, Auckland, 1072, New Zealand.

To ensure that the personal information we hold about you is accurate and current, please notify us of any changes to your personal information as soon as possible.

## EXTERNAL WEBSITES

The website may contain links to other third party website sources. Some of these links may request or record information from users or use cookies or other methods to collect information from you. We have no control over, and we are not responsible for, the content or privacy policy practices of such websites and/or the reliability of the information published on those websites, and encourage our users to review the privacy policies of such sites before engaging in any activity with them.

## COMMUNICATIONS

By registering to purchase our products and services or to receive communications from us, you agree that we can contact you by email and we may send you commercial electronic messages for the purposes of:

- providing our products and services and information about our products and services to you including but not limited to account administration and technical support
- providing you with further information about us or other goods or services offered by us
- providing you with news, reports or information that we consider may be of interest to you
- marketing, promotional and publicity purposes (including direct marketing), market research and surveys.

You will have the option to unsubscribe from any contact list that is not essential to provision of our products and services at any time using the “unsubscribe” link that appears in the email you receive from us.

Official communication from us will be sent from the domain  
[@filtrationsolutions.co.nz](mailto:@filtrationsolutions.co.nz)

If you receive any other communication from a different domain this should be treated as spam and we take no responsibility for any such communication. We sometimes uses third party tools to send out emails.

We seek to follow best practice where possible and make every effort to reduce the risk associated with email communications. Due to the nature of email protocols, we are not able to guarantee the security of senders, receivers or email messages themselves.

If you receive anything from [@filtrationsolutions.co.nz](mailto:@filtrationsolutions.co.nz) that looks suspicious in any way, please notify us via [chris@filtrationsolutions.co.nz](mailto:chris@filtrationsolutions.co.nz)

We will NEVER ask you for your password or payment card information via email.

#### CHANGES TO THIS POLICY

We reserve the right, at our discretion, to make changes to this Privacy Policy at any time. Changes to this Privacy Policy will take effect immediately once they are published on this website.

Please check this Privacy Policy regularly for modifications and updates. If you continue to use our products and services, website, apps or associated services or if you provide any personal information after we post changes to this Privacy Policy, this will indicate your acceptance of any such changes.

#### BUSINESS TRANSITIONS

In the event of a change in ownership of all or a portion of Filtration Solutions Limited trading as Filtration Solutions Limited NZ, our products or services or the website, your personal information may be transferred to the new owner so that the website and/or product or service can continue operations.

In this event, your information would remain subject to this Privacy Policy.

## CONTACT

If you have any questions about our Privacy Policy please feel free to contact us: [chris@filtrationsolutions.co.nz](mailto:chris@filtrationsolutions.co.nz) on behalf of Filtration Solutions Limited.

We do not store any credit card details except to the extent provided below. Credit card details are required to process payments on the Internet order system processor, however, they are not saved once the order is processed.

The credit card details (including the name on the card, expiry date, and a masked version of the credit card digits are held by the payment gateway (Click, by Worldline) <https://www.paymark.co.nz>

The information we receive from you is used to process your orders, gather correct shipping information and to provide you with a more personalised shopping experience.

Your email address and phone number may be provided to a reputable carrier (DHL, NZ Courier Post as examples) for any domestic and International parcel delivery and tracking purposes.

## WARRANTIES

Most products have designated WARRANTY TERMS that are covered by the manufacturer's guarantees.

If you need any added information we are happy to send this or upload as required.

FSL accept no responsibility or liability for the misuse of products.

Please take the time to read the specific disclaimers on our various products pages. Where replacement goods are supplied, the warranty is limited to the term of the original purchase.

Warranty applies only to the original purchaser and is not transferable.

Products must be purchased from an authorised dealer and used in the country of purchase to be eligible.

Please send or take your product to any one of the authorised Service Centres. It is strongly recommended that all service and repair work is carried out by an authorised Service Centre.

Non-authorised repairs will void warranty and may affect the future performance of the machine, in addition to creating safety risks.

Only authorised Service Centres are able to assess and carry out warranty related repairs.

Warranty does not cover products which are damaged as a result of any of the following:

- Unsuitable or abnormal usage
- Incorrect commissioning or fitting, removal or modification of any safety devices
- Repairs which are performed by unqualified or unauthorised persons, or do not involve genuine WAGNER parts
- Normal wear and tear
- Damaged in transport
- Faulty maintenance work, negligent handling, servicing or cleaning
- Unsuitable coating materials

To claim the warranty (Australia and New Zealand only) you should send or take your product (at your cost), with proof of purchase to one of the Authorised WAGNER Service Centres. If found to be a warrantable claim, WAGNER, through its Authorised Service Agents will either repair or replace the product at its discretion free of charge and advise you when your replacement or repaired product is available for pick up by you.

Under this express Warranty Policy WAGNER is not liable for any loss or damage however arising as a result of the fault or defect in the products.

This express Warranty is subject to the purchaser providing satisfactory proof of purchase within Australia or New Zealand of the product to WAGNER or its Authorised Service Centres.

WAGNER reserves the right to perform any repairs in excess of those stated in our operating instructions.

Please note: This Warranty Policy and Procedure supersedes all other warranty policies, procedures and documentation for products sold within Australia and New Zealand.

#### ENQUIRIES & FEEDBACK

For any comments or concerns regarding this website, please refer directly to Chris Redshaw (Managing Director of Filtration Solutions Ltd) by calling him on 0211637181 or by email [chris@filtrationsolutions.co.nz](mailto:chris@filtrationsolutions.co.nz) ...We are real people and will pick up the phone to discuss your issue.

Feedback can also be placed by using the "Contact Us" form on the website.

The use of this website and these Terms and Conditions shall be governed by the laws of New Zealand. FSL reserves the right to vary these Terms and Conditions at any time.

The name "Filtration Solutions Limited" will appear on card statements for any transactions made through this website.

Before you buy...

Before giving a person, store or website personal information about you, make sure you know what they want the information for and how they will use it.

Do your research before you buy online. Read the terms and conditions. If you have any questions about how your data will be used or shared, contact the business before you buy.

Also check if the business has secure online payments. Look for https:// in the URL — the 's' stands for secure — and the padlock symbol. Or use a trusted payment system like PayPal.

What businesses need to tell customers (external link) — [business.govt.nz](https://business.govt.nz)

## INFORMATION COLLECTED ABOUT YOU

### Cookies

When you browse online (even if you don't buy anything), FSL can use cookies to collect personal information without you knowing. Your privacy settings on the internet can be set to choose which cookies are stored. You can do an online search to find out how to do this on your specific browser. You may also be able to opt out on the website.

Google's cookie settings (external link) — [Google Chrome Settings](#)

### Privacy policies

FSL have published a privacy policy on the website. It is important to read any policies carefully. They will help you understand how your information will be used.

### What information will be collected?

Business or Personal name, email, delivery address and contact details.

We do not store sensitive details like credit card numbers.

### How will your information will be used?

To complete your purchase

To keep you informed of new products

To inform you of critical changes to our T&C's or policies.

The information will only be stored as long as the online account is active

Any information can be requested, at any time. (You will need to verify your identity)

Any information can be amended, corrected or deleted by FSL

You can delete your online account.

### How FSL will protect your information.

FSL will NOT share your information or sell personal data to third-parties or businesses overseas.

You can contact FSL if you have a privacy question or complaint.



## Your rights

FSL will only collect information we need for business purposes, eg name and contact details, shipping address, and other information to ensure a smooth purchase and delivery of your product.

How?

Collecting the details you input on our E-Commerce platform

When?

At every purchase

At every use of the "Contact Us" form

Why?

To ensure we have accurate delivery information

For administration purposes such as returns, warranty, delivery or damage claims

To verify your account is only accessed by yourself

For any additional information that may be required

Your account will be unable to be used if you don't give your personal information

Keep your personal information safe

We only use your information if we are reasonably sure it is accurate and up-to-date

We will only use your information for the purpose for which we collected it

We will let you see your information and correct any mistakes.

FSL will NOT

Ask for more information than we need

Let personal information be leaked, hacked or found in any other way

Keep information longer than we need it — or are legally required to keep it

Pass your details on to another business or organisation without your permission

Collect information by illegal, unfair or unreasonably intrusive means

Collect information about you from someone else unless you've authorised them to

Spam customers — sending unwanted emails, text messages or instant messages.

If you do join our marketing/ mailing list you will have an opportunity to opt-out each time.

Your privacy rights (external link) — [Privacy Commissioner](#)

## Your rights and things you can do

- Ask to see the information a business has about you. If it's wrong, it's your right to get it corrected.
- You can ask for your details to be deleted.
- FSL will respond to your request for information within 20 working days. FSL may, in limited circumstances, extend the 20 working day timeframe. In this case FSL will tell you why and when we will give you the information. FSL can withhold information about you in limited circumstances, but will tell you why.
- If you think your personal information has been used without your permission, you can talk to FSL about why you think we misused your information. Ask to speak to Chris Redshaw (Managing Director).
- If you can't resolve the problem with FSL, you can make a complaint to The Privacy Commissioner.

- You may make an urgent request, but you must explain why your request is urgent. If FSL refuse the request for urgency, we will give reasons why.
- FSL may transfer your request for information if we aren't the right place to help you. If we do this, we will inform you within 10 working days.

You can also get support at any point from:

- Citizens Advice Bureau (CAB) — a free, independent service, run by volunteers. CAB can advise you on your consumer rights and obligations, in person, by phone, or online.
- Community Law Centre — offers free one-on-one legal advice to people with limited finances. The organisation has 24 community law centres throughout the country. You can find legal information and other resources on its website.