

7 day money back guarantee

Terms and conditions



1. In these terms and conditions easyauto123 means Auckland Auto Collection Limited NZCN 939375 trading as easyauto123
2. The easyauto123 7 day money back guarantee is subject to these terms and conditions.
3. The 7 day money back guarantee applies to easyauto123 Quality Verified cars only. Budget cars are excluded from the guarantee.
4. The 7 day return period within which the Purchaser is eligible to make a return, commences on the date and time that the Purchaser takes delivery of the car.
5. The purchaser must:
 - a) Be able to deliver to easyauto123 a clear and unencumbered title to the car, which title has remained in the Purchaser's name since delivery.
 - b) Be an individual natural person who is the registered owner of the car. Businesses, corporations and partnerships do not qualify.
6. The car must have been registered and insured in the Purchaser's name since the delivery date.
7. To make a claim the Purchaser must within the 7 day return period:
 - a) Provide the Purchaser's contact details (name, address and daytime contact phone number), car make/model/rego and the reason for return to the Store Team Leader at the easyauto123 site location where the car was purchased.
 - b) Provide proof of purchase – including a copy of the contract to purchase indicating the date of purchase, the car purchased and evidence that the balance has been paid in full.
 - c) Return the car in person to the easyauto123 location it was purchased from. Over the phone or email returns will not be accepted.
 - d) Return the car in the same condition it was in before it was purchased. Any scratches, dents or other damage to the car will be the cost and responsibility of the Purchaser. No refund will be provided unless or until the car is returned to its original condition.
 - e) Return all accessories, spare keys and car manuals.
8. The refund is for the purchase price of the car only. Any additional products that have been purchased/added to the car e.g. exterior protections/tint/warranties are (i) non-refundable under this money back guarantee and will be subject to any refund policy provided with that product; and (ii) must in any event be capable of being removed so that the car can be returned in the same condition it was in before it was purchased.
9. Any trade-in vehicle associated with the purchase of the car, will not be included as part of the 7 day money back guarantee, and as such will not be returned.
10. Any deposit made to reserve the car is non refundable.
11. Certain matters may impact upon the customer's right to receive the refund, including:
 - a) If the car travels more than 500km or sustains any damage or repairs before it is returned;
 - b) If the refundable amount is not sufficient to discharge any encumbrance over the car and the Purchaser elects not to pay the balance in order to discharge the encumbrance.
12. The Purchaser must return the car at their cost and must comply with the directions for returning the car as provided by easyauto123 staff. The car will remain the Purchaser's responsibility during transit until such time as it is received at the easyauto123 site location where the car was purchased. easyauto123 will accept no liability for any loss or damage which may occur during transit even where easyauto123 arranges or facilitates the return of the car.
13. Upon return to easyauto123, the car will be checked to ensure it is in its original condition and that all accessories have been included in the return. Once checked and approved, easyauto123 will make payment of the original purchase price (minus any deposit or any other deductions permitted by these terms and conditions) via direct deposit into the claimant's nominated bank account within 10 (ten) working days.
14. If upon collection the car is found to be damaged, the car will not be accepted and no refund will be paid.
15. The car is deemed to be in the Purchaser's possession until the car is received by easyauto123 pursuant to these terms and conditions.
16. Should the Purchaser provide easyauto123 with any incorrect, false or misleading information regarding the car, easyauto123 reserves the right to disqualify the Purchaser from receiving the refund.
17. In the event the car is financed any disbursements incurred by easyauto123 or any third party fees or penalties incurred in the discharge or otherwise of that finance will be at the cost of the customer. Finance taken with easyauto123 will incur a \$550 cancellation charge.
18. easyauto123 reserves the right to make changes to these terms and conditions without notice.
19. Our goods come with guarantees that cannot be excluded under New Zealand Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Repair or replacement for any minor faults will be solely determined by easyauto123.