

7 Day Money Back Guarantee Terms and Conditions.



1. The easyauto123 7-day money back guarantee is subject to these terms and conditions. "easyauto123" means Auckland Auto Collection Limited.
2. The 7-day money back guarantee applies to easyauto123 Quality Verified vehicles only. Budget cars are excluded from the guarantee.
3. In order to be eligible for the 7-day money back guarantee, the purchaser must:
 - a) Make a claim within 7 days from the date and time the purchase takes delivery of the vehicle;
 - b) Not have travelled more than 500km's in the vehicle;
 - c) Be able to deliver to easyauto123 clear and unencumbered title to the vehicle;
 - d) Return the vehicle in person to the easyauto123 location it was purchased from (unless otherwise agreed), at the purchaser's cost. Over the phone or email returns will not be accepted;
 - e) Return the vehicle in the same condition it was in at the time of purchase. Any scratches, dents or other damage to the vehicle will be the cost and responsibility of the purchaser. In cases of serious damage, easyauto123 will not accept return of the vehicle; and
 - f) Return all accessories, spare keys and vehicle manuals as provided upon delivery.
4. The refund is for the purchase price of the vehicle only. Any additional products that have been purchased or added to the vehicle including exterior protections, tints or warranties are:
 - a) Non-refundable under this money back guarantee and will be subject to any refund policy provided with that product; and
 - b) Must be capable of being removed so that the vehicle can be returned in the same condition it was in before it was purchased. If the products cannot be removed, then the refund may not be available and we will not be liable to refund the cost of the products if we do accept the return. upon delivery.
5. easyauto123 will only refund amounts which have been received in cleared funds.
6. Any trade-in vehicle associated with the purchase of a vehicle will not be returned as part of the 7-day money back guarantee. If a vehicle had an associated trade-in, then we will only refund the value attributed to the trade-in.
7. If the vehicle is encumbered and the purchaser wants to return the vehicle, easyauto123 reserve the right to pay all or part of the refundable amount to a financier to discharge the encumbrance. If the refundable amount is not sufficient to discharge any encumbrance over the vehicle and the purchaser elects not to pay the balance owed to discharge the encumbrance, then the purchaser will not be entitled to receive any refund. Any costs incurred with the financier are the purchaser's responsibility.
8. Risk remains with the purchaser until easyauto123 confirms the purchaser is eligible for the 7-day money back guarantee and easyauto123 accepts return of the vehicle at an easyauto123 site. The Purchaser is responsible, and easyauto123 accepts no liability, for any loss or damage which may occur during transit of the vehicle even where easyauto123 arranges or facilitates the return of the vehicle.
9. Upon return to easyauto123, the vehicle will be checked to ensure it complies with the requirements of these terms and conditions. Once checked and approved, easyauto123 will make payment of the purchase price (minus any deductions permitted by these terms and conditions) via direct deposit into the purchaser's nominated bank account within 10 (ten) working days.
10. In the event the vehicle is financed any disbursements incurred by easyauto123 and any third party costs, fees or penalties incurred in the discharge or otherwise of that finance will be at the cost of the purchaser.
11. The rights contained in these terms and conditions are in addition to any rights of the purchaser contained in the vehicle sales contract or under the Competition and Consumer Guarantees Act or any New Zealand fair trading consumer protection or equivalent legislation.