

Farmside Returns Policy

Further to your rights under the Consumer Guarantees and Fair Trading Acts, Farmside wishes to make you aware of the following;

Change of Mind: If you change your mind regarding a purchase, you may return the item within 7 days of delivery by calling Farmside on 0800 32 76 74 to obtain a returns number.

To be eligible to return the item, it must be in “as new” condition with all original packaging intact and undamaged.

You must return the item at your cost by tracked courier to Farmside, 8 Butler Street, Timaru, 7910 with the returns number clearly written beneath the sender’s details.

Once the item has been received by Farmside and deemed by us to be eligible for return, a refund of the items purchase price will be issued to your Farmside account and will appear on a subsequent statement.

Out of Box Failure: Where an item fails to work upon delivery as the result of a manufacturing defect, you must contact Farmside on 0800 32 76 74 within 7 days of receiving the equipment to obtain a returns number.

You must return the item along with all associated components (packaging, cables, power supplied etc) at your cost by tracked courier to Farmside, 8 Butler Street, Timaru, 7910 with the returns number clearly written beneath the sender’s details.

On receipt of the equipment, Farmside will undertake testing of the item to determine the defect, if any.

Once a defect has been verified by Farmside, we will look to repair or replace the item and/or its associated components. The item or its replacement will be dispatched to you and the cost of returning the faulty item credited to your Farmside Account

Warranty Returns: Should an item fail within the specified warranty period as the result of a manufacturing defect, please contact Farmside on 0800 32 76 74 to obtain a returns number.

You must return the item along with all associated components (packaging, cables, power supplied etc) at your cost by tracked courier to Farmside, 8 Butler Street, Timaru, 7910 with the returns number clearly written beneath the sender’s details.

On receipt of the equipment, Farmside will undertake testing of the item to determine the defect, if any.

Once a defect has been verified by Farmside, we will look to repair or replace the item and/or its associated components. The item or its replacement will be dispatched to you and the cost of returning the faulty item credited to your Farmside Account

Rejected Returns: If your return is rejected by Farmside for any reason (for example, if the item has sustained impact, water or any other damage that Farmside or the manufacturer are not responsible for) the item will be returned to you and the costs associated with this charged to your Farmside account.

Transit Damage

Receipt of Goods: Should an item you receive from Farmside arrive damaged as the result of transit, please contact Farmside immediately on 0800 32 76 74. Farmside will dispatch a replacement of the item and lodge a claim with the courier company who will arrange for the package to be retrieved. Farmside will also require photos of the damage to be emailed to customerservices@farmsideltd.co.nz.

Return of Goods: Should Farmside receive an item from you damaged as the result of transit, Farmside will request that you lodge a claim with the courier company. It is your responsibility to ensure the item is covered for damage while in transit.