

Customer Services

For some people, customer service is important. For us - it's right up there next to oxygen. At the heart of any business is customer service. At Seals, the relationship with you, the customer is at the center of how we operate.

Every member of our team loves building those relationships and enjoys keeping in touch with their customers. We love hearing about what our products mean to you, how we could make them better and what else you might need.

Terms and Conditions

Currency

All prices displayed on this website are in New Zealand dollars.

Services and Conditions of Use

As part of our service, we agree to provide you with information and other services that we may decide to offer, subject to the terms of this agreement. Upon notice published through the service, we may modify this agreement at any time. You agree and continue to agree to use our services in a manner consistent with all applicable laws and regulations and in accordance with the terms and conditions set out in the policies and guidelines outlined below. Please note that you will be referred to as 'customer' in this agreement.

Rules For Online Conduct

By using the service, you agree that you will not attempt to undermine the integrity of this web site.

Limitation Of Liability And Warranty

Customer agrees that use of the service is entirely at customer's own risk. Services are provided 'as is,' without warranty of any kind, either express or implied, including without limitation any warranty for information, services, uninterrupted access, or products provided through or in connection with the service, including without limitation the software licensed to the customer and the results obtained through the service. Specifically, we disclaim any and all warranties, including without limitation: 1) any warranties concerning the availability, accuracy or content of information, products or services; and 2) any warranties of title or warranties of merchantability or fitness for a particular purpose.

This disclaimer of liability applies to any damages or injury caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of record, whether for breach of contract, tortious behavior, negligence, or under any other cause of action. Customer specifically acknowledges the service is not liable for the defamatory, offensive or illegal conduct of other customers or third-parties and that the risk of injury from the foregoing rests entirely with customer.

Neither the service nor any of its agents, affiliates or content providers shall be liable for any direct, indirect, incidental, special or consequential damages arising out of use of the service or inability to gain access to or use the service or out of any breach of any warranty. Customer hereby acknowledges that the provisions of this section shall apply to all content on the service.

Backorders

If a product you order is temporarily out of stock, you may wish to place it on backorder. You will be advised of the expected dispatch date either by phone, email or mail and the product will be sent to you as soon as it becomes available. You will not be charged any additional delivery costs for backordered items delivered to you at a later date.

Outstanding Invoices

Any invoices outstanding for settlement will incur penalty interest at a rate of 2.5% will be applied each month until the account is settled. Any legal collection costs will be added to the outstanding account for collection.

Trademarks

All trademarks appearing on the service are trademarks of their respective owners.

Privacy Policy

We have created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices for this web site.

We use your IP address to help diagnose problems with our server, and to administer our Web site. Your IP address is used to help identify you and to gather broad demographic information.

Our site uses cookies to keep track of your shopping cart. We use cookies to identify you so we can retrieve your information so you don't have to re-enter it each time you visit our site.

Our site's registration form requires users to give us contact information, like their name and email address, and unique identifiers. We use customer contact information from the registration form to send the user information about our company. The customer's contact information is also used to contact the visitor when necessary if they have subscribed to the mail list. Users may opt-out of receiving future mailings by choosing to un-subscribe. Unique identifiers are collected to verify the user's identity and for use in our record system.

This site may contain links to other sites. We are not responsible for the privacy practices or the content of such web sites.

Secure Shopping

We have made securing your data a priority. When a purchase is made, we use Secure Sockets Layer (SSL) technology to ensure that your information is encrypted. This means that no one else can read it while it is being transmitted over the Internet. SSL is regarded as the industry standard among encryption technologies for secure commerce transactions.

Shipping and Returns

Shipping

All New Zealand orders are packed and dispatched as soon as possible using trackable courier service. Nearly all rural delivery is handed over to the rural delivery drivers by the courier serve and this may take an extra day or two to get to you.

Returns and Refunds

Seals distributor is committed to providing quality products, however if you are unsatisfied with your product you may return it in its original condition and packaging with your receipt with 14 days of purchase and we will credit that towards an alternate purchase. If during the normal use of your product you discover a manufacturing defect, please contact us at that time.