

ORDERS & DELIVERIES

Order processing time can take up to **72 hours** on all orders Monday – Friday.

No items are dispatched for delivery until full payment has been processed. Our terms of payment are upon receipt of invoice.

Payment to be completed by deposit to GOOD ENERGY bank account upon invoice using invoice number and your name as reference.

Shipping usually takes 4 – 5 working days depending on your location.

Rural delivery addresses may not be covered by our couriers and an alternative address may be required. Orders can be delivered throughout New Zealand for any valid delivery address.

Please supply full address details at the time of your enquiry so that freight /courier charges can be calculated accurately. These will be added to your invoice and emailed out to you for full payment prior to order confirmation and dispatch.

All products are available subject to current availability and stock.

Pricing will be supplied at the time of enquiry and will only be valid for 7 days.

OUR SOLAR INSTALLATIONS SERVICES

Our installations conform to the following applicable electrical standards, and are installed by qualified electricians.

AS/NZS 3000 Electrical Wiring Rules

AS 4777 Design & Installation of Grid-Tie Systems

AS 4509 Design & Installation of Stand Alone Power Systems

AS/NZS 5033 Photovoltaic modules

AS 4086 Secondary Batteries for use with Stand Alone Power Systems

Should any AS/NZS Standards change during the acceptance and installation period of a solar system - requirements to meet those new standards may require an upgrade of some parts or components. In order to ensure that the system design complies under any new legislation and meets electrical inspection requirements, these items will be amended and the client will meet any additional costs in order to comply.

RETURNS POLICY

Items can only be returned with the approval of Good Energy.

In the unusual event that you have changed your mind, about a product you have purchased, you must contact Good Energy within 7 days from the date which it was received.

Goods accepted for credit or refund (at our discretion) must be delivered at the buyer's expense in the original condition and packaging (which must include any manuals and documentation which were provided with the original packaging).

You may incur a restocking fee of up to 20% as this is to cover administration and handling fees, although every returns case will be assessed accordingly.

A refund can only be given on products returned in original condition.

Items that have been connected or used can not be returned unless there is a manufacturers fault with the item.

Batteries can not be returned under any circumstances unless following assessment and inspection a manufacturers fault has been detected.

