

COURIERPOST & PACE – Terms and Conditions for online ordering

Acknowledgement and Acceptance

Use of the CourierPost and Pace Online Services constitutes full acceptance of these Terms and Conditions for Online Ordering, the Express Couriers Websites Terms of Use and the Express Couriers Limited Terms and Conditions (“Express Couriers Terms”) available here. These Terms and Conditions for Online Ordering are intended to be additional to and read together with the EXPRESS COURIERS Terms. If there is any inconsistency between these Terms and Conditions for Online Ordering and the EXPRESS COURIERS Terms, these terms will prevail.

Definitions

In these terms:

“Account Customer” means a person who holds an account with CourierPost and / or Pace.

“Casual Customer” means a person who uses CourierPost services and products on a casual basis.

“Online Services” means any automated order processing system you can use to purchase products and / or services from us on our website.

“You” means the person accessing or using the Online Services.

“We” means either CourierPost or Pace, as applicable, businesses owned and operated by Express Couriers Limited. “Our” and “us” have a corresponding meaning.

Acceptance of Bookings

We will endeavour to fulfil orders for products and services placed using the Online Services but we do not guarantee that the products advertised will always be in stock. Our customer service centre will advise you as soon as possible if any order cannot be fulfilled or a service booking cannot be actioned.

Process

You can use our Online Services either as an Account Customer or a Casual Customer. Casual Customers purchase by credit card and do not need to register as an Account Customer.

Account Customers will need to register to use the Online Services. We will issue you with a unique customer identification and login code. You must keep your customer login and identification details secure at all times and immediately notify us if you become aware of any unauthorised use of your online account.

Bookings are only accepted once actioned by us. When you use our Online Services, any booking you make will automatically be allocated a job number. Such allocation does not constitute acceptance by us of your order. We have an absolute discretion to refuse to accept any booking placed by you using the Online Services.

We will only deliver CourierPost products to a New Zealand delivery address within our CourierPost delivery network. There is no charge for delivery as this is included in the price of the CourierPost products purchased.

Payment

We will invoice Account Customers monthly and our invoice must be paid in full by the 20th of the month in accordance with the EXPRESS COURIERS Terms.

We will charge a Casual Customer's credit card on placement of order. By placing an order, you authorise the issuer of your credit card to debit the amount of the order to your card.

Price

Products and services ordered through the Online Services will be priced:

For Account Customers, at the rates as provided to you upon registration (and updated from time to time in writing); or

For Casual Customers, and for Account Customers who have not been provided with rates in writing or whose rates have expired, at the rates shown on our website, which are expressed in New Zealand dollars, and are exclusive of GST.

We will endeavour to ensure the CourierPost product prices on our website are accurate and up-to-date. However, we reserve the right to adjust the actual price charged if the prices shown are incorrect, and to vary our prices and product descriptions at any time and without notice.

Prices quoted by our Online Services in response to online bookings are based on the information entered by you and are indicative only of the actual cost of our services. We may charge, and you agree to pay, an adjusted price if the actual details of any job are different from the details provided by you.

You may vary or cancel any online booking by calling 0800 COURIER (0800 268 743) for CourierPost and 0800 501 502 for Pace. If you cancel a Pace booking after it has been allocated to one of our contractors you will pay a cancellation fee to the value of one zone.

Liability

You will be liable for all activities that occur under your online account and for all orders and bookings made using your customer login and identification details or credit card.

You agree to indemnify us against all claims of whatever nature made by other persons that arise from any bookings that are placed using your login and identification details or credit card.

Apart from crediting you the purchase price for any CourierPost product we have been unable to supply, we have no liability to you for any loss or damage (either direct, indirect or consequential, including any loss of profit) suffered by you or any other person as a result of us providing the Online Services or any failure or delay in providing the products ordered.

We do not accept liability for any loss or damage caused to your computer, hardware, software, or internet connections as a result of your use of our Online Services.

Title

Title to all CourierPost products supplied to you will be retained by us until payment is made in full. All risk of loss of, or damage to, the products passes to you on delivery of the products to you.

Returns

We will accept returns in accordance with our Returns Policy.

