

PRIVACY AND TERMS AND CONDITIONS OF USE

Terms and conditions

Your access to, and use of this website is subject to the following Terms and Conditions. By accessing and using this Website, you accept and agree to these Terms and Conditions without limitation.

These terms and conditions and the product ordered constitute the entire contract between you and Heritage Arts Ltd without limit or qualification. Order is order submitted by you, and is for products available for sale on the website.

Legal capacity to transact:

By accepting these terms and conditions you acknowledge that you are over 18 years of age, and are able contract for supply of products with Heritage Arts Ltd

Website Privacy Policy

Heritage Arts Ltd has been established since 1981 and is an experienced, reputable publisher of fine art prints and books.

Heritage Arts Ltd. respects the privacy and needs of our customers and we will handle any personal information collected in a secure and confidential manner.

All personal information such as name, age, gender, email address, phone number, postal address collected, is for the use of Heritage Arts Ltd only. No information will be passed on to any third party.

We will only use your information collected to: Process your orders, returns and exchanges, verify you to assist with any queries you may have, notify you of promotions and new products where you have agreed to receive this information, and improve the website for your shopping experience.=

Payment Methods and Processing

Transactions are processed via an industry standard secure https connection using ANZ eGate bank portal as third party payment gateway. This means that you can be assured your sensitive data such as credit card numbers will remain confidential because all information is encrypted, with transactions processed by secure bank portal.

No customer credit card details are held, kept or stored, by Heritage Arts Ltd.

Delivery Policy / Delivery Destinations:

3 - 5 days within New Zealand / Overseas 1 - 4 weeks provided goods are in stock. If goods are not in stock we will contact you as soon as possible to arrange either a delivery time frame or a refund of the purchase price.

Some items include freight and will be indicated as such at the time of checkout. Items that are subject to handling and freight charges will be calculated at the time of checkout. Our freight carrier is Courier Post, airfreight. National and international tracking numbers to track your parcel can be provided upon request.

Cancellation Policy:

Orders can be varied or cancelled before goods have been shipped. Returns and refunds are

handled on a case by case basis, however we will endeavour to accommodate the customer's needs and requests where possible.

Damaged Items:

Heritage Arts is not liable for any damage to items that occur via the shipping process. Should you receive a damaged item contact us immediately so we can help arrange a claim with the courier company.

Refund Policy:

Refunds will only be considered if the original package is un-opened and the item contained within is in absolute mint condition. Any returns of items via courier for refund or exchange is at the buyers expense.