Terms and Conditions

Chillmax Refrigeration & Air Conditioning Services Ltd
711b Tremaine Avenue, Palmerston North · (06) 355 4479 · chillmax.co.nz
Last updated: November 2026

These terms apply to all quotes, sales, installations, servicing and repair work carried out by Chillmax Refrigeration & Air Conditioning Services Ltd ("Chillmax", "we" or "us"). By accepting a quote or asking us to carry out work, you agree to these terms. If anything on your quote is different from these terms, your quote applies.

1. Quotes

- A quote is valid for 30 days from the date on it, unless it says otherwise.
- A quote includes only the equipment, materials and work listed on it.
- Quotes for new installations and upgrades are free. A visit to check a faulty unit is a service call and is charged at our standard rates.

2. Not included unless shown on your quote

- Electrical upgrades, such as a new circuit or switchboard work
- Building work, such as cutting walls, plastering or painting
- Extra time caused by difficult access, such as tight crawl spaces or ceilings

Access equipment, such as scaffolding or a scissor lift, is shown on each quote as included or excluded, depending on the job.

3. Unforeseen complications

Your quote does not include unexpected or unforeseen complications found before or during the work. If one comes up, we will work with you to find a suitable solution or alternative that we both agree on before starting or continuing the work. This may change the price from the figure quoted, up or down.

4. Prices and GST

Prices are as shown on your quote or invoice, which will state whether GST is included or excluded.

5. Deposits

We may ask for a deposit before ordering equipment or starting work. If we do, it will be shown on your quote.

6. After hours, weekend and public holiday work

Our normal hours are Monday to Friday, 8:00am to 4:30pm. Work outside these hours, including weekends, is charged at time and a half. Public holiday work also includes a day in lieu charge of 8.5 hours at our standard rate, to cover the day off we must give our technician.

7. Payment

- Payment is due by the date shown on your invoice, unless we have agreed other arrangements with you.
- Please pay by internet banking or bank transfer. Our bank details are on your invoice. EFTPOS is not available.
- We will never change our bank details by email or text. If you get a message saying our bank details have changed, please call us on (06) 355 4479 before you pay.
- Overdue accounts are charged interest of 2.5% per month. You will also be responsible for reasonable debt collection costs until the account is paid in full.

8. Ownership of goods

All goods remain the property of Chillmax until they are paid for in full. If payment is not made, we may recover the goods after giving you notice. You agree that we may register our interest in the goods on the Personal Property Securities Register.

9. Cancellations

If you cancel after accepting a quote, you will need to pay for any work we have already done, and any restocking fee charged by our supplier for equipment already ordered.

If you cancel after work has started, we are not responsible for repairing or making good any work already carried out, such as holes or wall penetrations, patching, plastering or painting.

10. Your responsibilities

- Give us clear and safe access to where the work will be done.
- Keep pets away from the work area.
- Make sure power is available on the day.
- If you do not own the property, get permission from the owner, landlord or body corporate before work starts.
- Tell us about any known hazards, such as asbestos or unsafe roofs.

11. Warranty

- **Our workmanship:** we guarantee our installation work for 12 months from the date it is completed. If a fault is caused by our workmanship in that time, we will fix it at no cost to you.
- **Equipment:** heat pumps and other equipment are covered by the manufacturer's warranty. We will help you with any warranty claim.
- Our workmanship guarantee does not cover damage caused by misuse, accidents, work by others, lack of regular servicing, or normal wear and tear.

12. Your rights under the Consumer Guarantees Act

All our customers, both home and business, are protected by the Consumer Guarantees Act 1993. Nothing in these terms limits your rights under that Act, the Fair Trading Act 1986 or any other law that cannot be excluded.

13. Limit of our responsibility

Except where the law says otherwise, we are not responsible for indirect or consequential loss, such as spoiled stock, lost income or lost business.

14. Delays beyond our control

We are not responsible for delays caused by things outside our reasonable control, such as supplier or manufacturer delays, stock shortages, severe weather or transport problems. We will keep you informed if your job is affected.

15. Privacy

We collect your name, contact details and site information so we can quote, carry out the work and keep service records. We only share your information when needed for the job, such as registering a manufacturer's warranty, or to recover an overdue account. We never sell your information. Under the Privacy Act 2020 you can ask to see or correct the information we hold about you by contacting us.

16. Disputes

If you are unhappy with our work, please talk to us first by calling (06) 355 4479 or using the Contact Us page on our website. We will do our best to put things right. If we cannot agree, either of us may refer the matter to mediation, the Disputes Tribunal or the courts.

17. Changes to these terms

We may update these terms from time to time. The version on our website when you accept your quote is the one that applies to your job.

18. New Zealand law

These terms are governed by the laws of New Zealand.