

## **TERMS & CONDITIONS / FAQs**

### **Our Service**

This website operates under the domain name [www.obc.co.nz](http://www.obc.co.nz)

All use of the products and services offered on the OBC website and any information or other content on the OBC website is governed by these Terms & Conditions.

By using the OBC website you agree to be bound by these Terms & Conditions.

### **Delivery**

All orders are usually delivered within 1-4 working days if in stock. If you a size or item we don't have in stock, delivery time is usually 7-14 working days.

All orders are despatched by courier and are trackable.

### **Payment**

We require payment before goods are delivered. You can pay online to our bank account number (06 0101 0072409 00) with an accompanying email to [membership@obc.co.nz](mailto:membership@obc.co.nz) or by EFTPOS, Cash, Visa or Mastercard if you visit our office.

For the online store orders we accept Visa and Master Card.

### **Credit Card Details:**

Credit card debit is handled by SWIPE HQ. They use several mechanisms to protect the security and integrity of your personal information.

### **Returns**

OBC is committed to providing exceptional service, quality garments, and excellent value for money. However, if for some reason you are not entirely satisfied with your purchase, please call or email us to arrange an exchange or refund.

All returns must be sent back within 10 working days of the invoice date.

Customers will be responsible for all freight costs unless the garment received was damaged or wrongly supplied in which case we will reimburse you for reasonable postage back to us.

The goods MUST be in their original packaging with all product tags and labelling attached and in merchantable folded condition as you received them, or you will be charged a re-packing fee of \$4.00 +GST per garment. Any garment not fit for resale will not be refunded.

Embroidered or screen printed garments can only be returned where there is a genuine fault with the product.

### **Copyright & Trademarks**

Where OBC prints any logo or artwork at the request of a Customer on goods ordered by the Customer then, the Customer shall be solely responsible for any breach of copyright or intellectual property right in the work or subject matter reproduced and will indemnify the Company against all claims in respect thereof including all demands, proceedings, damages, costs, expenses and liabilities however arising in respect of infringement and/or breach.