

Connect NZ – Terms of Use

Effective Date: 1/05/2026

Website: <https://connectnz.co.nz>

1. Introduction

Welcome to Connect NZ (“we”, “our”, “us”). These Terms of Use govern your access to and use of our website, services, and any associated interactions.

By accessing or using our website, you agree to comply with these Terms. If you do not agree, please do not use our website or services.

2. General Website Use

2.1 Permitted Use

You agree to use this website only for lawful purposes. You must not misuse the website or attempt unauthorized access, interfere with site functionality or security, use the website to transmit harmful or malicious content, or copy, reproduce, or exploit content without permission.

2.2 Intellectual Property

All website content (text, images, branding, logos, design) is owned by or licensed to Connect NZ. You may view and use content for personal or business reference, but you may not reproduce, modify, or distribute content without written consent.

2.3 Accuracy of Information

We aim to ensure all information is accurate and up to date. However, content may change without notice and we do not guarantee completeness or accuracy at all times. Information should not be relied on as professional or technical advice without confirmation.

2.4 Third-Party Links

Our website may include links to third-party websites. We are not responsible for their content, their privacy practices, or any loss or damage resulting from their use.

2.5 Limitation of Liability (Website Use)

To the fullest extent permitted by New Zealand law, we are not liable for any loss arising from website use, including indirect, incidental, or consequential damages. Use of this website is at your own risk.

3. Services Overview

Connect NZ provides technology-related services, which may include device repair services, IT and technology support, business technology services, and consulting and solutions. Specific service terms may apply and will be communicated where relevant.

4. Repair Centre Terms and Conditions

This section specifically governs device repair services.

4.1 Service Agreement

By submitting a device for repair, you confirm that you are the legal owner or authorised to request repairs and that you consent to the repair process and associated risks.

4.2 Diagnostics & Quotes

Initial diagnostics may be required before a quote is provided. Quotes are estimates and may change if additional issues are found. You will be contacted before proceeding with any additional costs.

4.3 Data Responsibility

You are responsible for backing up your data before repair. Connect NZ is not liable for data loss. Repairs may require data reset or storage access.

4.4 Repair Risks

While we take care, you acknowledge that some repairs carry risk, especially complex or liquid-damaged devices. Devices may become irreparable during repair attempts, and replacement parts may be new or refurbished.

4.5 Warranty on Repairs

Repairs may include a limited warranty (for example, 30–90 days depending on the service). Warranty covers the specific repair performed only and does not cover physical damage, water damage after repair, or software issues unrelated to the repair.

4.6 Uncollected Devices

Devices not collected within [e.g., 30–60 days] may incur storage fees. After extended periods, devices may be disposed of or recycled.

4.7 Payment Terms

Payment is due upon completion unless otherwise agreed. Devices may be withheld until full payment is received.

4.8 Liability Limitation (Repairs)

To the extent permitted by law, liability is limited to the value of the repair service. We are not liable for loss of business, loss of data, or indirect or consequential damages.

5. Privacy

Your use of our website and services is also governed by our Privacy Policy. We handle personal information in accordance with the New Zealand Privacy Act 2020.

6. Consumer Guarantees Act

Nothing in these Terms limits your rights under the Consumer Guarantees Act 1993 where applicable.

7. Changes to Terms

We may update these Terms at any time. Changes will be effective once published on our website. You are responsible for reviewing the Terms periodically.

8. Governing Law

These Terms are governed by the laws of New Zealand.