



# Pre Order Terms & Conditions

*For Customers Purchasing From Our Website*



ARE YOU **READY** TO BE A GAME CHANGER?

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OWN YOUR AWESOME  
OWN YOUR AWESOME

## **Pre Orders Terms and Conditions Customer Purchasing from The Website**

*Pre Order Terms and Conditions are in addition to Game Changer General Terms and Conditions, some information may be repeated, and some information may be additional.*

### **TERM "PRE ORDER"**

Pre orders is the term used for pre ordering customized items for your team/club through our website.

Pre orders are taken via our website only, each pre order page has a count down clock at the header to let you know when the page closes. Once the page countdown clock reaches 00:00 all orders are placed into production.

You will be notified the item you are purchasing is a Pre Order through out the purchase process at the following website locations:

1. On the main shop page header with the countdown clock
2. On the product image as a box header
3. Under the 'Buy Now' Button
4. In the product description box
5. Conformation email

As we clearly state this item is a pre order with a production time length we do not provide refunds based on not understanding the item purchased is a pre order.

### **PRODUCT INFORMATION**

Game Changer takes great care when putting product information, descriptions, and images online but will not be held responsible for any mistakes or omissions to any information given to us via a 3rd party.

## **PRODUCT COLORS & DIGITAL IMAGERY**

Our custom items and pre orders are digital imagery. Although we do our best to create true-to-product images, colors and product descriptions actual product colors can appear different on different computer screens we take no responsibility on color variations due to viewing on different screens.

## **CUSTOMIZATION**

If there is the availability on your Pre Order to add customized names and/or numbers, ensure your spelling is correct – the name or number will be exactly as it is spelled on your order. Game Changer reserve the right to decline adding names that don't align with the Game Changer Brand (eg: racist, derogatory names/nicknames)

Locations of, types of logos, and custom names and numbers are shown in the images of the product and in the written description on the order page, on the rare occasion logo placement or size may need to be changed, therefore differ from the image on the order page. This is at the discretion of Game Changer and does not warrant a refund or cancellation of the order.

## **TEAM PAGE/PRODUCTS**

Team pages, pre orders are created at the request usually of a club or association member assigned the task of creating their club or association merchandise. Game Changer does ask during the process if they have club/association/committee authority and require signed forms to confirm but take no responsibility for any incorrect information provided to us. Once product images are created and team page is live we reserve the right to continue to accept orders, to remove a team page from our website the organizer/club will occur design fees, admin fees, refund fees (if any orders are made) to the value of minimum \$600.NZD

## **PRODUCTION TIMES**

Production times may vary depending on the factory and products. We estimate production time including freight to our New Zealand Store to take between 6 – 9 Weeks from the countdown clock reaching 00:00. Game Changer takes no responsibility for delays outside of our control which may include Covid delays at production level, covid delays during freight, customs delays, international freight delays etc.

## **AVAILABILITY**

We will always endeavor to fulfil your order once paid for and production complete. If a product should become unavailable after your order has been confirmed and paid for (due to human error, factory error etc.) We will refund the price you paid for the product for Pre Orders the refund will be within 7 days of the delivery date of the goods to Game Changer.

## **PAYMENT**

You must pay for your order in full at the time of ordering by one of the payment methods we accept on the website or instore. When paying for your Pre Order via payment options/services such as afterpay or Laybuy, please note our production times are longer than the length of payment terms for these payment services, you may have paid for your Pre Order before receiving the item.

We cannot accept retail orders to be placed via social media message apps. Pre Orders can only be placed via our website.

## **CANCELLATIONS + AMENDMENTS**

Unfortunately, we are unable to cancel or make amendments to an online order after it has been placed. Amendments include:

Change of delivery address

Change of colour, style, size or customized name/numbers

Adding and/or removing items from the order

Applying discount codes

Full order Cancellations

## **TAX & IMPORT DUTIES**

Tax and duties for purchases outside of New Zealand are at the expense of the purchaser. We suggest you contact your local customs bureau directly to ensure how or if duties and taxes on your purchase may affect you.

## **STORE PICKUP**

If you have indicated your order to be picked up from our store, you will receive a notification email informing you your items are ready for pick up, once they arrive instore. Game Changer take no responsibility for emails not received, we do however continue to try contact you via phone, text, email or Facebook/messenger. Orders will only be held in store for a period of 6 months. If you indicated your would pick it up from the store but now prefer it to be sent please contact us, shipping will be arranged once paid for.

## **PRE ORDER RETURNS**

As pre orders are a custom item ie: ordered with our manufacturer specifically in your size/style/customized name (if applicable) you have ordered we unfortunately cannot accept returns or exchanges on these items.

Pre Orders as pre orders are custom items, manufactured specifically for you and your Club – we do not offer returns or refunds on Pre Order purchases. We may however be able to offer an exchange of product size providing it meets our return standards, doesn't have a custom name or number on it and only if we have an alternate size available in stock. Please check product specifications and descriptions or come to our store to try on the correct size. Any circumstance outside of the scope above we cannot provide a refund or return on Pre Order purchases.

Products which have been worn or damaged in use or by incorrect washing will not be eligible for refund or replacement.