

## Merchandise

The RVA offers a range of industry merchandise to members:

- **Rental Agreement Contract Templates.** For a copy of the latest template email [accounts@rentalvehicle.co.nz](mailto:accounts@rentalvehicle.co.nz). The RVA can also facilitate hard copy printing of the contract template if required.
- **Employment Contracts** are available through Ford Sumner, contact: [Emily@fsl.nz](mailto:Emily@fsl.nz). Please quote your RVA Membership number to get competitive rates
- **Steering Wheel Tags** – please note that these have been phased out over 2024. Email [accounts@rentalvehicle.co.nz](mailto:accounts@rentalvehicle.co.nz)
- **Keep Left Sticker:** Email [accounts@rentalvehicle.co.nz](mailto:accounts@rentalvehicle.co.nz)
- **Drivesafe** information, best practice guidelines etc. click [here](#).

## Conditions of sale

### Timeframes

We aim to deliver your order within one to three working days in most areas. Delivery to rural addresses and the lower South Island can take up to five days. In the rare case of a delay or stock issue we'll let you know right away.

### Delivery destinations

Courier delivery is available within New Zealand and to physical addresses only. Our couriers cannot deliver to PO Box addresses as we require a signature on delivery. This helps us to ensure your product arrives safely.

For delivery to any commercial address, please ensure the name of the business is supplied in the delivery address details of your order. Couriers will not deliver to a commercial address if the business name is not supplied.

For delivery to an offshore island of New Zealand we will supply goods to a shipping agent on the mainland. Please enter the details of the shipping agent at the pick-up point of your choice on the mainland. You will need to make your own arrangements with the shipping agent for collection or to deliver to your specified address.

We will confirm delivery pricing when we send you a quote.

### No-hassle returns

We are happy to exchange or refund any unopened and unused, non-customised items returned to us in their original condition and packaging, within 14 days. Customised products, which include products cut, made-to-measure, special-order or mixed to specific requirements, cannot be refunded or exchanged.

We will refund to your original payment method where possible. If you prefer, we can issue you credit excluding handling and any delivery or returns costs.

**Faulty goods**

Tell us if there is a problem with your merchandise. We will repair, replace or provide you with a refund, as set out in the Consumer Guarantees Act.

**Cancelling your order**

To cancel your order contact the Rental Vehicle Association immediately. We cannot guarantee cancellation as it may have already been processed. If we are able to cancel your order prior to dispatch any charge will be refunded or credited. Our no-hassle returns policy will apply in this instance.