

THE FINE PRINT

Terms & conditions.

The terms that sit behind every ATS Design quote and order. The current version always lives at atsdesign.co.nz/terms.

Your consumer rights come first. Nothing in these terms limits or excludes your rights under the Consumer Guarantees Act 1993. These conditions sit alongside the Act, and alongside the warranty that comes with your floor.

1. Supply of materials

All products supplied by ATS Design remain the property of ATS Design until full payment has been received. Product availability is subject to supplier stock levels at the time of order confirmation.

Timber flooring is a natural product and variations in colour, grain, texture, knots, and character features are normal and not considered defects.

2. Delivery

Delivery timeframes will be confirmed upon order placement and are subject to supplier and freight availability. ATS Design is not liable for delays caused by suppliers, freight companies, weather events, or circumstances outside of our reasonable control.

Customers are responsible for ensuring safe and suitable access to the property for delivery.

3. Installation

Installation dates will be scheduled once products have been received and the site is ready for installation. The customer must ensure the site is clean, dry, weather-tight, and accessible prior to installation.

Any unforeseen site conditions, including uneven subfloors, moisture issues, inadequate access, or additional preparation requirements, may result in additional charges.

4. Pricing & payment

All quotations are valid for 30 days unless otherwise stated. A 50% deposit is required to confirm an order and secure product procurement. The remaining balance is payable prior to delivery or installation unless otherwise agreed in writing.

Variations to the agreed scope of work will be quoted and charged separately.

5. Warranty & liability

Manufacturer warranties apply to all supplied products in accordance with the manufacturer's terms and conditions. ATS Design is not responsible for damage, movement, swelling, lifting, or product failure caused by excessive moisture, water ingress, building defects, improper maintenance, or misuse.

Any concerns regarding product appearance or visible defects must be raised prior to installation. Installation constitutes acceptance of the product. Liability is limited to the repair or replacement of defective materials or workmanship in accordance with applicable warranty terms.

6. Cancellations & returns

Orders cancelled after confirmation may be subject to supplier restocking fees and any costs already incurred by ATS Design. Special-order, custom-made, and non-stock products are non-refundable.

7. Project delays

Where products have been ordered and the customer delays delivery or installation, ATS Design reserves the right to charge reasonable storage or handling fees where applicable.