

Terms & Conditions

For [Awahi Mai Creations](#)

Last Updated: 13 May 2026

Welcome to [Awahi Mai Creations](#). By accessing this website or purchasing from us, you agree to the following Terms & Conditions. Please read them carefully before using our website.

1. About Us

Awahi Mai Creations is a New Zealand-based business creating premium te reo Māori greeting cards and related products designed to celebrate culture, connection, and meaningful moments.

Throughout these Terms & Conditions, “we”, “our”, and “us” refer to Awahi Mai Creations. “You” refers to the customer or website user.

2. Use of Website

By using this website, you agree that:

- You are at least 18 years old or have permission from a parent or guardian.
- You will not use this website for unlawful purposes.
- You will not copy, reproduce, or distribute our content, artwork, branding, or designs without written permission.
- You will provide accurate information when placing an order.

We reserve the right to refuse service or cancel orders where fraudulent, abusive, or suspicious activity is identified.

3. Product Information

We aim to ensure all product descriptions, pricing, colours, images, and information are accurate.

Please note:

- Colours may vary slightly depending on screen settings and device displays.
- Handmade or printed products may have minor variations.
- Product availability may change without notice.

We reserve the right to modify or discontinue products at any time.

4. Pricing & Payments

All prices are listed in New Zealand Dollars (NZD) and include GST where applicable.

Payment must be received in full before orders are processed and shipped.

We accept payment methods available through our secure checkout providers.

5. Shipping & Delivery

We aim to dispatch orders promptly; however, delivery timeframes are estimates only.

Awahi Mai Creations is not responsible for:

- Courier delays
- Lost parcels caused by incorrect delivery information provided by the customer
- Delays caused by weather, natural events, or courier disruptions

Risk and ownership pass to you once the order has been delivered.

6. Intellectual Property

All website content including:

- Artwork
- Card designs
- Logos
- Graphics
- Branding
- Product names
- Written content

remain the intellectual property of Awahi Mai Creations unless otherwise stated.

You may not reproduce, modify, distribute, or commercially use any content without prior written permission.

7. Custom Orders

Where custom or personalised products are offered:

- Customers are responsible for ensuring spelling, wording, and details supplied are correct.
 - Once approved or printed, custom orders cannot be refunded unless faulty under New Zealand consumer law.
 - We reserve the right to decline custom requests that are offensive, unlawful, or culturally inappropriate.
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8. Promotions & Discount Codes

Promotional offers and discount codes:

- Cannot usually be combined unless stated otherwise
- May have expiry dates
- May be withdrawn at any time

Discount codes cannot be applied retrospectively after purchase.

9. Limitation of Liability

To the maximum extent permitted by New Zealand law, Awhi Mai Creations shall not be liable for:

- Indirect or consequential loss
- Loss of profits
- Delays beyond our control
- Damage resulting from misuse of products

Nothing in these Terms limits your rights under the:

- Consumer Protection New Zealand Consumer Guarantees Act 1993
 - Consumer Protection New Zealand Fair Trading Act 1986
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10. Privacy

Any personal information collected through this website will be handled in accordance with New Zealand privacy laws and our Privacy Policy.

We do not sell or share your personal information with unrelated third parties except where necessary to process orders or comply with legal obligations.

11. Governing Law

These Terms & Conditions are governed by the laws of New Zealand.

Any disputes arising from use of this website shall be subject to the jurisdiction of New Zealand courts.

12. Changes to These Terms

We may update these Terms & Conditions from time to time without notice. The latest version will always be available on our website.

Continued use of the website indicates acceptance of any updated Terms.

Return & Refund Policy

For [Awahi Mai Creations](#)

Last Updated: 13 May 2026

At Awahi Mai Creations, we take pride in creating quality products that celebrate te reo Māori and meaningful connection. If something is not right with your order, we are here to help.

1. Your Rights Under New Zealand Consumer Law

Under the:

- Consumer Protection New Zealand Consumer Guarantees Act 1993
- Consumer Protection New Zealand Fair Trading Act 1986

you are entitled to a repair, replacement, or refund if a product:

- Is faulty
- Is not of acceptable quality
- Does not match the description provided
- Arrives damaged
- Is not fit for its intended purpose

These rights cannot be excluded.

2. Change of Mind

Due to the nature of our products, we do not generally offer refunds or exchanges for:

- Change of mind
- Incorrect product selection
- Minor colour variations caused by screens or printing differences

Please choose carefully before purchasing.

3. Damaged or Faulty Items

If your order arrives damaged or faulty, please contact us within 7 days of receiving your order.

Please include:

- Your order number
- Photos of the item and packaging
- A description of the issue

Once assessed, we may offer:

- A replacement
- Store credit
- A refund

depending on the circumstances and your rights under NZ law.

4. Custom & Personalised Orders

Custom or personalised products cannot be returned or refunded unless:

- The item is faulty
- The error was made by us

Customers are responsible for checking spelling, wording, and details before confirming custom orders.

5. Return Shipping

Where a product is confirmed faulty or incorrect, we will cover reasonable return shipping costs.

If a return is approved for other reasons, return shipping costs are the responsibility of the customer.

6. Non-Returnable Items

The following items are generally non-returnable unless faulty:

- Sale items
 - Clearance items
 - Custom products
 - Gift cards
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7. Contact Us

For all return or refund enquiries, please contact us through:

[Awhi Mai Creations Contact Page](#)

Please allow 2–5 business days for a response.