

HQ CABINS – CUSTOMER TERMS & KEY INFORMATION

This page explains, in plain language, how HQ Cabins products are supplied, what our warranties cover, and where responsibilities sit. It is designed to help customers clearly understand our products **before purchase**.

1. What Is an HQ Cabin?

HQ Cabins are **factory-manufactured, portable cabins**. They are built off-site and delivered as completed units or flat-pack/kitset products.

They are **not permanent buildings** and are **not constructed on site**. Because of this, HQ Cabins are supplied as **goods**, not as consented building work under the New Zealand Building Act.

How a cabin is later used, installed, or fixed on site is the owner's decision and responsibility.

2. Consents, Council Rules & Site Responsibility

Customers are responsible for:

- Checking council rules, zoning, and whether any consent or approval is required
- Providing suitable foundations, piles, or supports
- Ensuring adequate drainage, ventilation, and ground clearance
- Making sure the site is safe and accessible for delivery

HQ Cabins does not provide council approvals or certify compliance for site-specific installations.

3. Coastal & High-Exposure Sites (Important)

If your cabin is placed in a **coastal, marine, high-wind, or exposed location**, please note:

- Salt air, strong winds, and wind-driven rain can significantly increase corrosion and moisture risk
- Extra protection (such as gutters, drainage, upgraded flashings, and regular cleaning) is essential
- Maintenance requirements are higher in these environments

For coastal or high-exposure sites, customers may be asked to sign a **High-Exposure / Coastal Site Acknowledgement Form** confirming understanding of these risks.

4. Warranty Overview (Summary)

All HQ Cabins products are covered by our **HQ Product Warranty Terms**, provided with your quote and order confirmation.

In summary:

- **Standard warranty:** 12 months (materials)
- **Enhanced warranty:** up to 24 months (when specific conditions are met)
- **Extended warranty:** up to 60 months (only with HQ-approved foundations and scheduled HQ maintenance)

Warranty coverage depends on:

- How the cabin is transported and installed
- Whether foundations are built by a Licensed Building Practitioner (LBP)
- Ongoing maintenance
- Site and environmental conditions

Full warranty details are available in the **HQ Product Warranty Terms**.

5. What Is Not Covered

Warranty coverage does not include:

- Normal wear and tear
 - Corrosion caused or accelerated by coastal or harsh environments
 - Damage caused by wind-driven rain, lack of gutters, or poor drainage
 - Issues caused by inadequate foundations or site conditions
 - Lack of regular cleaning or maintenance
 - Third-party components covered by their own manufacturer warranties
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6. Installation & Optional Services

Any delivery, lifting, placement, or minor installation assistance provided by HQ Cabins is **ancillary to the supply of the cabin**.

This assistance does **not** change the product into a permanent building or building work.

7. Goodwill Assistance

From time to time, HQ Cabins may offer help outside the warranty period as a **goodwill gesture**.

Please note:

- Goodwill assistance is not an admission of fault

- It does not extend or reset warranty periods
 - It does not create ongoing obligations
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8. Inspection on Delivery

Customers must inspect their cabin upon delivery.

Any damage, shortages, or issues must be reported in writing within **3 business days**.

9. Resolving Concerns

If you have concerns:

1. Please contact HQ Cabins in writing with details and photos
2. We will review the issue and respond promptly
3. Where appropriate, we will work with you to find a reasonable solution

Customers retain their rights under New Zealand consumer law, including access to the Disputes Tribunal where applicable.

10. Full Legal Terms

This page is a **plain-language summary only**.

All purchases are governed by:

- **HQ Cabins – General Terms & Conditions (Legal Full Version)**
- **HQ Product Warranty Terms**
- Any signed Acknowledgement Forms

Copies are available on request or with your quotation.

HQ Cabins
High Quality Ltd
Drury, Auckland
www.hqcabins.co.nz