

Privacy Policy

Trust means a lot to us at CMT Group. We're committed to treating personal information with care and respect. This Privacy Policy relates to CMT Group (New Zealand) Limited and to CMT Group Landscape yard.

This Privacy Policy explains how CMT Group collects, stores, uses and discloses personal information about its customers and suppliers.

Information we collect from you

Most of the personal information we collect about you is provided by you directly during your interactions with us at CMT Group or our landscape yard. We always take care to ensure that we only collect personal information needed to provide our services and help run our business. We only collect contact and identification information from you— for example, your name, address, correspondence, payment information, telephone number, and email address. Credit Card numbers taken manually are destroyed.

How we use personal information

We primarily use the personal information we collect about you to ensure that you receive the best products and services from us. We may use your personal information for the following purposes:

- To fulfil orders and deliver products and services to you.
- Managing our relationship with you, including contacting you about your purchases and/or account.
- Considering feedback and complaints that you may make to us.
- To undertake data processing, data analysis, market research or trend analysis.

How we keep your personal information secure

The personal information we collect about you is held by CMT Group by our trusted data storage providers (which may include storage in 'cloud' facilities).

We take all reasonable steps to ensure that the personal information we hold is protected against loss, unauthorised use, access or disclosure and any other misuse, and we require our trusted service providers to do the same, even where they may store or process personal information overseas. However, please note that whilst we take appropriate technical and organisational measures to safeguard the personal information that you provide to us, no electronic transmission or storage can ever be guaranteed secure.

Cookies and Third Parties

We want our advertising and information on our websites and related services to be relevant and interesting.

Our website uses cookies and local storage to collect and store information about you when you visit our site. Cookies are small data files which may include an anonymous unique identifier. They enable web sites to recognize repeat users, allowing sites to compile aggregated data for content and site improvements. They are typically sent to your browser from a web site and then stored on your computer/smartphone, from where they may send data to other web servers. Cookies and local storage are widely used.

Cookies are necessary to protect your privacy while disclosing your address details and while logging in and allow us to provide an optimal experience when using our website. Please note if you choose not to allow cookies, you may not be able to access all the services on our website.

We also promote our products and services using technology partners, such as Google Remarketing, as a method of targeting our advertising based on how you interact with our website. This means that you may see ads from us when you visit other websites. You can opt out of Google's, and our, use of these cookies by visiting Google's Ads Preferences Manager. View Google's advertising privacy policies.

Delivery / Returns

We are happy to exchange or refund our landscape products within seven days provided that the product is returned with a valid invoice or delivery docket and is not a customised item. The item must be undamaged and in the original condition.

Customised products, which include organic material such as bark, firewood, stones or compost, 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 for the sum equal to the cost of the product excluding handling and any delivery or returns costs.

Faulty Goods

If a problem occurs with a product purchased from CMT Landscape yard, bring it back to us with your proof of purchase. We will either repair, replace or provide you with a refund, as set out in the Consumer Guarantees Act.

Website Disclaimer

Every care has been taken to ensure that all the information on this site is correct, but errors sometimes do occur from time to time, and we reserve the right not to sell an item should there be a price error. All dollar amounts are stated in New Zealand Dollars and are inclusive of Goods and Services Tax.