

WEBSITE LEGAL INFORMATION

Website Terms of Trade

General information about our services, enquiries and website use.

Published 26 October 2026

1. About these website terms

These Website Terms of Trade apply to the use of the Ironfern Landscaping website and to general information about our services and enquiries.

Ironfern Landscaping is operated by Ironfern Landscaping Limited, a company based in Cromwell, Central Otago, New Zealand, servicing Cromwell, Alexandra, Queenstown and Wānaka.

These website terms are not a construction contract. A separate accepted quote, design proposal or customer contract will set out the agreed scope, price and responsibilities for any paid project.

2. Our services

We provide landscape construction and related services, which may include retaining walls, fencing, decking, paving, concrete driveways and pathways, garden and softscaping development, complete landscape construction and landscape design with 3D visualisation.

All work is subject to the needs of the site, the agreed scope, material availability, scheduling and any required approvals or specialist input.

3. Enquiries and requests for quotes

You can enquire through our website or advertised contact channels. To assess a project, we may ask for contact details, the site location, relevant photographs, measurements, preferred materials and a description of the work.

Sending an enquiry does not reserve a construction date, confirm acceptance of a project or create a construction contract. If a site visit, design consultation or other preliminary service will carry a charge, that charge will be disclosed before you agree to it.

4. Quotes, estimates and project agreements

An estimate is an indicative assessment, not a fixed price. A written quote will describe the proposed work, price, inclusions and any relevant conditions or exclusions.

An accepted quote may become legally binding. Details of payment, materials, variations, scheduling, cancellations, site conditions and warranties will be addressed in the agreed quote and any separate customer contract.

Once a fixed quote is accepted, changes to its agreed scope or price must have a lawful contractual basis or be agreed appropriately. Nothing on this website gives us an unrestricted right to increase an accepted price.

5. Website pricing and GST

Any price or example shown on our website applies only as described and does not replace a written quote for your particular property.

Final pricing may depend on site access, ground conditions, dimensions, specifications, materials, preparation, specialist requirements and the agreed scope. Written quotes will identify the amount payable and applicable GST treatment.

6. Design and 3D visualisation

Our landscape design and 3D visualisation service helps customers explore possible layouts, materials and outdoor features before work begins.

Digital concepts are illustrative. They are not automatically surveyed site plans, structural designs, engineering documentation or approvals. Actual construction may require further assessment and detailed documentation.

Any design fee, number of revisions, deliverables, use rights and subsequent construction arrangements will be explained in the relevant design proposal. Construction is not automatically included in a design fee.

7. Construction and site conditions

Outdoor construction may involve existing structures, buried services, drainage, ground conditions, changing levels or other factors that are not apparent from photographs or early discussions.

We may need further information or a site assessment before confirming whether work is suitable. Unexpected conditions and any proposed changes to work will be addressed through the applicable project agreement.

8. Consents and specialist requirements

Some projects require building consent, resource consent, engineering, surveying or other professional services. Whether these are needed depends on the specific site and work.

Responsibility for obtaining any required approvals or specialist reports will be established in the relevant project agreement. The website does not represent that all landscape projects can proceed without approval.

9. Project scheduling

Any dates discussed before a booking is formally confirmed are indicative unless expressly agreed otherwise.

Project delivery can be influenced by site readiness, weather, materials, external contractors and regulatory requirements. Confirmed dates and arrangements for delays will be handled in the project agreement and in accordance with law.

10. Photographs and illustrative images

We use photographs and digital imagery to help explain services, materials and design possibilities. Some website images are stock photographs or AI generated concepts and do not depict work completed by Ironfern Landscaping.

Illustrative images should not be treated as exact product specifications or guarantees of a particular result. Where genuine completed Ironfern projects are showcased, we will identify them appropriately.

11. Accuracy of website information

We aim to keep our website accurate and current. However, general service descriptions, illustrative images and materials shown may change.

Please confirm important details with us before making project decisions. Nothing in these terms limits any obligation not to make misleading representations under New Zealand law.

12. Website content and intellectual property

Our business name, original website copy, branding and other protected content must not be used commercially without the appropriate permission or other lawful basis.

Some photographs and other materials are owned or licensed by third parties. Ownership and permitted use of commissioned landscape design materials will be determined under the design agreement and applicable law.

13. Privacy

We handle personal information in accordance with our Privacy Policy, which is available separately in the website footer. Please read it to understand how enquiry and project information may be used.

14. Links to other websites

Our website may contain links to other websites for convenience. We do not control their independent content, availability or privacy practices.

15. Customer rights

Nothing in these terms is intended to exclude or limit rights or remedies that cannot lawfully be excluded under the Consumer Guarantees Act 1993, Fair Trading Act 1986, Building Act 2004 or other applicable New Zealand law.

Where prescribed residential building contract and disclosure requirements apply, those requirements must be met separately. These website terms do not replace any required written building contract.

16. Concerns and complaints

If you have a question or concern about our website, services or an enquiry, please contact us through the Contact page so we can respond.

Concerns about work covered by an accepted quote or contract will be considered under that agreement and applicable law. You retain any statutory complaint or dispute resolution rights.

17. Changes to these website terms

We may update these website terms from time to time, with the latest version shown on our website. Changes do not automatically alter existing accepted quotes or construction contracts.

18. New Zealand law and contact details

These website terms are governed by New Zealand law.

Business: Ironfern Landscaping Limited, trading as Ironfern Landscaping.

Base: Cromwell, Central Otago, New Zealand. Service areas: Cromwell, Alexandra, Queenstown and Wānaka.

For current contact information, enquiries or questions about these website terms, please use the Contact page on our website.

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