

STRIDEMEND

Legal Documents

[Terms of Service](#) · [Privacy Policy](#) · [Returns Policy](#)

Effective date: June 2026 | Stridemend Limited | [stridemend.com](#)

Business name	Stridemend Limited
Trading as	Stridemend
Company number	9429052918865
Registered address	300A Princes Street, Dunedin 9016, New Zealand
Email	stridemend@outlook.co.nz
Website	stridemend.com
Jurisdiction	New Zealand
Effective date	June 2026

These documents govern your use of the Stridemend website and your purchase of products from Stridemend. By using our website or placing an order, you confirm that you have read and agree to these terms. If you do not agree, please do not use the site.

STRIDEMEND

Terms of Service

Governing your use of stridemend.com and the purchase of WAEWAE footwear

Effective date: June 2026

1. About Us

Stridemend Limited ("Stridemend", "we", "us", "our") operates the website at stridemend.com and sells the WAEWAE range of accommodative footwear. We are a New Zealand registered company based in Dunedin. By accessing our website or purchasing from us, you agree to be bound by these Terms of Service ("Terms").

2. Acceptance of Terms

By accessing or using our website, creating an account, or placing an order, you confirm that:

- You are at least 18 years of age, or have the consent of a parent or guardian;
- You have read, understood, and agree to these Terms;
- You will comply with all applicable New Zealand laws and regulations.

We may update these Terms at any time. Continued use of the website after changes are posted constitutes your acceptance of the updated Terms.

3. Products

3.1 Product descriptions

We take care to describe and represent our products accurately. Product images, dimensions, and specifications on our website are provided in good faith. Minor variations in colour may occur due to screen display differences.

3.2 Pricing

All prices are displayed in New Zealand Dollars (NZD) and include Goods and Services Tax (GST) at 15%, unless otherwise stated. We reserve the right to correct any pricing errors. If a pricing error affects your order, we will contact you before proceeding.

3.3 Availability

Products are subject to availability. We currently stock the WAEWAE in sizes 9 and 10 (6E width). Additional sizes will be added as stock permits. We reserve the right to limit quantities or decline orders at our discretion.

3.4 Clinical disclaimer

The WAEWAE is designed to accommodate orthotics, custom insoles, and ankle-foot orthoses (AFOs). It is not a medical device and is not intended to diagnose, treat, cure, or prevent any medical condition. Clinical suitability for individual patients is the responsibility of the treating clinician. We recommend all purchases involving orthotics or AFOs be guided by a qualified health professional.

4. Ordering

4.1 Placing an order

By completing a purchase, you are making an offer to buy our products subject to these Terms. Your order is confirmed when you receive an order confirmation email from us. We reserve the right to refuse or cancel any order at our discretion, including in cases of suspected fraud, pricing errors, or stock unavailability.

4.2 Payment

Payment is required in full at the time of ordering. We accept payment via the methods listed on our website. Payment processing is handled by a secure third-party provider. We do not store your full card details.

4.3 GST invoice

A GST invoice will be provided with your order confirmation. Stridemend Limited is registered for GST in New Zealand.

5. Delivery

We ship to addresses within New Zealand. Estimated delivery times are provided as a guide only and are not guaranteed. Risk of loss or damage to products passes to you upon delivery to the address provided. If an order is lost or damaged in transit, please contact us promptly.

- Standard delivery: typically 3–7 business days within New Zealand.
- Rural delivery: may take longer. Rural delivery surcharges may apply.
- We are not liable for delays caused by the carrier or circumstances beyond our control.

6. Promo Codes & Discounts

Promotional codes are issued at our discretion and are subject to specific terms. Codes:

- Are single use per customer unless otherwise stated;
- Cannot be combined with other offers unless specified;
- Must be applied at checkout — codes cannot be applied retrospectively;
- May have expiry dates or minimum order values as specified at the time of issue.

We reserve the right to withdraw or modify promotional offers at any time.

7. Intellectual Property

All content on the Stridemend website — including text, images, product names, logos, and design — is owned by or licensed to Stridemend Limited. You may not copy, reproduce, distribute, or use any content without our prior written consent. "STRIDEMEND" and "WAEWAE" are trading names of Stridemend Limited.

8. Limitation of Liability

To the extent permitted by New Zealand law, our liability to you in connection with any order or use of our website is limited to the price paid for the relevant product. We are not liable for indirect, consequential, or special losses. Nothing in these Terms limits your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986.

9. Consumer Guarantees Act 1993

If you are purchasing as a consumer (not for business purposes), your rights under the Consumer Guarantees Act 1993 apply in full. If you are purchasing for business purposes, you agree that the Consumer Guarantees Act 1993 does not apply to your purchase, to the extent permitted by law.

10. Dispute Resolution

If you have a complaint or dispute, please contact us first at stridemend@outlook.co.nz. We will endeavour to resolve all complaints fairly and promptly. If we cannot resolve a dispute directly, you may refer it to the Disputes Tribunal (for claims of any amount) or seek independent legal advice.

11. Governing Law

These Terms are governed by the laws of New Zealand. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the New Zealand courts.

12. Contact

Email	stridemend@outlook.co.nz
Website	stridemend.com
Postal address	300A Princes Street, Dunedin 9016, New Zealand

STRIDEMEND

Privacy Policy

How Stridemend collects, uses, and protects your personal information

Effective date: June 2026 | Compliant with the Privacy Act 2020 (NZ)

This Privacy Policy is prepared in accordance with the Privacy Act 2020 (New Zealand) and the 13 Information Privacy Principles set out in that Act.

We collect personal information only for the purposes described below. We do not sell your personal information to third parties.

1. Who We Are

Stridemend Limited ("Stridemend", "we", "us") operates stridemend.com. We are committed to protecting your personal information and handling it responsibly in accordance with the Privacy Act 2020 (NZ).

Our Privacy Officer can be contacted at: stridemend@outlook.co.nz

2. What Personal Information We Collect

We may collect the following categories of personal information:

2.1 Information you provide to us

- Name and contact details (email address, phone number, delivery address);
- Order and payment information (order history, payment method type — not full card details);
- Correspondence with us (emails, enquiry forms, feedback);
- Clinician or health professional details if ordering on behalf of a patient (name, clinic, contact).

2.2 Information collected automatically

- Website usage data (pages visited, time spent, browser type, device);
- IP address and approximate location;
- Cookies and similar tracking technologies (see Section 8).

We do not collect sensitive health information about individual patients. If you are a clinician ordering on behalf of a patient, you are responsible for ensuring you have appropriate authorisation from that patient to share their details with us.

3. Why We Collect Your Information

We collect and use your personal information for the following purposes:

- Processing and fulfilling your orders;
- Communicating with you about your order, including delivery updates;
- Responding to your enquiries and complaints;
- Sending marketing communications (only with your consent — you can opt out at any time);
- Improving our website and product range;
- Complying with our legal obligations under New Zealand law;
- Fraud prevention and security.

We will not use your information for any purpose that is incompatible with the reason it was collected without your consent.

4. How We Store and Protect Your Information

Your personal information is stored securely. We take reasonable technical and organisational steps to protect your information from unauthorised access, loss, or disclosure, including:

- Secure encrypted connections (HTTPS) on our website;
- Access controls limiting who within our team can access personal information;

- Use of reputable third-party platforms with their own security certifications.

We retain your information for as long as necessary to fulfil the purposes described in this policy, or as required by law. Order records are typically retained for 7 years in accordance with NZ tax and business record-keeping requirements.

5. Who We Share Your Information With

We do not sell your personal information. We may share your information with the following third parties only to the extent necessary:

- Delivery providers (name and address for shipping);
- Payment processors (to process your transaction — they handle payment details directly);
- Website and e-commerce platform providers (for site operation);
- Email marketing platforms (if you have subscribed to our mailing list);
- Legal or regulatory authorities if required by law.

Where we share information with third parties, we require them to handle it in accordance with applicable privacy laws.

6. Sending Information Overseas

Some of our third-party service providers (such as website platforms or email tools) may store or process data overseas. Where this occurs, we take reasonable steps to ensure those providers have appropriate privacy safeguards in place, consistent with the requirements of the Privacy Act 2020.

7. Your Rights Under the Privacy Act 2020

Under the Privacy Act 2020, you have the right to:

- Request access to the personal information we hold about you;
- Request correction of any information that is inaccurate, incomplete, or out of date;
- Ask us to delete your information where we no longer have a lawful basis to hold it;
- Withdraw consent to marketing communications at any time.

To exercise any of these rights, contact us at stridemend@outlook.co.nz. We will respond within 20 working days as required by the Privacy Act 2020.

If you believe we have breached the Privacy Act 2020, you may also contact the Office of the Privacy Commissioner at privacy.org.nz or 0800 803 909.

8. Cookies

Our website uses cookies — small text files stored on your device — to help the site function, remember your preferences, and understand how visitors use the site. Cookies we may use include:

- Essential cookies: required for the website to operate (e.g. shopping cart, login);
- Analytics cookies: help us understand how visitors use the site (e.g. Google Analytics);
- Marketing cookies: used to show relevant content, only with your consent.

You can control or disable cookies through your browser settings. Disabling essential cookies may affect the functionality of the website.

9. Marketing Communications

We will only send you marketing emails or newsletters if you have opted in. Every marketing communication includes an unsubscribe link. You can also opt out at any time by emailing stridemend@outlook.co.nz.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available at stridemend.com. Material changes will be communicated by email where we hold your contact details.

11. Contact Our Privacy Officer

Privacy Officer	Aashish Yamba
Email	stridemend@outlook.co.nz

Website	stridemend.com
Postal address	300A Princes Street, Dunedin 9016, New Zealand
Privacy Commissioner (NZ)	privacy.org.nz 0800 803 909

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