

Our commitment

At Magco, we take all client concerns seriously. If something hasn't met your expectations, we want to hear about it — and we'll work quickly and fairly to make it right.

How to Submit a Complaint

You can reach us through any of the following:

- Email: brand@magco.co.nz (preferred — use subject line "Complaint - [Your Name]")
- In person: 4 Bute Road, Browns Bay

Please include your name, a description of the issue, and what outcome you're looking for. Any supporting details (dates, project references, screenshots) will help us resolve things faster.

What Happens Next

- Acknowledge — We'll confirm receipt and assign a handler within 24–48 hours.
- Investigate — We'll review the issue with relevant records within 5 business days.
- Resolve — We'll provide a written outcome and next steps within 10 business days.
- Escalate (if needed) — If unresolved, a senior manager will review within 15 business days.

Refunds

Where a complaint is upheld and a financial remedy is appropriate, approved refunds will be returned to the original payment method within 5–10 business days of agreement.

Still Not Resolved?

If you're not satisfied with our response, you can escalate externally to:

- Consumer Protection NZ — consumerprotection.govt.nz
- Disputes Tribunal (claims up to \$30,000) — disputestribunal.govt.nz
- The Privacy Commissioner (privacy matters) — privacy.org.nz

Confidentiality

All complaints are handled confidentially and in accordance with the New Zealand Privacy Act 2020. Information shared will only be used to investigate and resolve your concern.

Get in touch

brand@magco.co.nz | magco.co.nz/contact