

Shipping

Shipping Charges:

Free on orders over \$100

Australia flat rate \$10

New Zealand flat rate \$7

Dispatch times: Next day

Delivery times: Australia 3-5 business days, New Zealand 2-3 business days

Current Status: We are experiencing some delays due to COVID-19 transit times with couriers. We understand that couriers are prioritizing medical and food supplies during this time. Please note that carriers are implementing strict health and safety measures to keep the public safe and connected.

For deliveries requiring signature, the new policy will see the driver knocking on the receiver's door as usual and then stepping back two metres. They will wait for someone to come to the door to greet them as usual. The driver will then ask for the receiver's name to record POD (Proof Of Delivery) and leave the parcel on the doorstep. The receiver does not sign for delivery, rather the driver will note the name and sign the device on their behalf. If there isn't anyone at the premises, please select a delivery address where

someone will be available to sign (contactless), for your delivery. Please note deliveries cannot go to PO Boxes in New Zealand.

Once your order is shipped you will receive a confirmation email which includes your carrier and tracking details.

If your order is lost or not delivered within expected delivery times, please contact us so we may assist you.