



SHIPPING AND RETURNS POLICY

New Zealand Delivery

There is a one-off shipping fee of \$15.00 that will be charged at the time of purchase and is dependent on the type of products purchased. If you are ordering multiple products, then please email us and we can give you a quote for shipping.

We endeavour to dispatch items within 1 working day (unless it is a weekend or public holiday) of receiving your order, you will receive an email once your order has been processed.

Please state your daytime address to ensure your parcel gets to you as soon as possible. You will receive a tracking number in a separate email after your purchase confirmation email, keep an eye out for this.

We use NZ postal services for all orders. Your order will be delivered within approximately 2-3 working days from the date of dispatch if your postal address is rural allow an extra day. Please note there may be some delays during this time due to covid restrictions.

AUSTRALIA DELIVERY

There is a flat rate of \$25 for standard shipping

We endeavour to dispatch items within 1 working day of receiving your order, you will receive an email once your order has been processed.

Please state your daytime address to ensure your parcel gets to you as soon as possible. You will receive a tracking number in your email.

We use NZ Post for AU orders. Your order will be delivered within 10-15 working days. Please note there may be some delays during this time due to covid restrictions.

RETURNS POLICY

Thank you for your purchase. We hope you are happy with your purchase. All products are inspected before dispatch. You can return any item within ten days of the order date for a refund of that item or to exchange it for a different item. If you live overseas, we will accept a longer return period provided you notify us in writing within ten days.

All goods will be inspected on return. Items must be in their original condition with tags attached to be eligible for refund or exchange. Squared Away Ltd reserves the right to refuse refunds or exchange if the item is not in its original condition.

The goods are your responsibility until they are returned to address listed below. We recommend you use a postal service that allows you to track your goods and insures you for the value of the goods you are returning.

Please allow five working days for returns to be processed. Should this process take longer we will ensure to communicate with you by email.

Please choose carefully when purchasing sale items as no credits or refunds will be made on sale goods unless faulty. Exchanges of the same style are permitted if stock is available.

Please email us for any returned goods or faulty goods to kiaora@squaredaway.co.nz

Please send your returned goods to: Squared Away Ltd, 1 Ewing Grove Acacia Bay, Taupo, 3330, New Zealand