



## Returns Policy

Unless otherwise agreed, all credit claims must be lodged with Wise Trade Safety within 14 days of goods receipt, quoting the packing slip numbers and date Wise Trade Safety shall, repair, replace or refund the purchase price of the goods, if applicable, in accordance with the Consumer Guarantees Act 1993 - see our Terms and Conditions of Sale online for more details. Note a 15% restocking fee may apply.

Note: Please contact us on [info@wisesafety.co.nz](mailto:info@wisesafety.co.nz) or Freephone 0800 104 568 (NZ) or 1800 892 839 (Aust) before returning goods.

## Shipping Details

### Freight Charges

#### Account Customers:

The freight charges calculated for your order will be based on your current contract with Wise Trade Safety. Freight charges are not displayed at checkout, but will be calculated at time of dispatch from our warehouse if applicable.

#### Non-Account Customers:

For deliveries within New Zealand a standard freight charge of NZ\$9.50 + GST will be added to each order under \$100 excl GST. This charge will be viewable at the final stage of the checkout process.

For deliveries to Australia a standard freight charge of NZ\$15.00 + GST (shown as the equivalent A\$) will be added to each order under A\$100 excl GST. This charge will be viewable at the final stage of the checkout process. For deliveries to other than NZ and Australia a standard freight charge of NZ\$30.00 will be added to each order under NZ\$200.00. This charge will be viewable at the final stage of the checkout process.

### Order Processing Times

Orders are usually dispatched from our warehouse within one working day. This is dependent on goods being in stock. Refer to stock status on product details to check availability. If goods are showing zero stock availability please contact Wise Trade Safety ([orders@lynnriver.co.nz](mailto:orders@lynnriver.co.nz) or Freephone 0800 104 568 (NZ) or 1800 892 839 (Aust) ) for an estimated arrival date. Delivery within NZ will generally be 3-5 working days and up to 21 working days for international deliveries. Expect further delays during covid effected time periods.