

DELIVERY & PAYMENT

1. SHIPPING POLICY

SHIPPING DESTINATIONS

Shipping to all destinations across New Zealand, Australia and Pacific Islands. Shipping within New Zealand and Australia will show delivery costs at check-out depending on current costs and shipment weights. For orders from Pacific Island shipping costs will be separately calculated and you will need to contact us at info@zepternz.co.nz to find out the exact cost.

DELIVERY TIME

We process all orders during regular business hours (M-F 9:00 AM - 5:00 PM). We will make our best efforts to ship your order within 2 working days, however delays do occasionally occur beyond the control of AJE Lifestyles - Exclusive Distributor for Zepter International. Please note that other Zepter products are available to purchase but may need to be ordered from the manufacturer.

MULTIPLE PACKAGE SHIPMENTS

Although we make every attempt to ship all orders complete, sometimes it may be necessary to break up orders in two or more packages or into multiple shipments.

DELIVERY ADDRESS ACCURACY

In order to ship your package, we require a complete street address with postal code to insure that you get prompt delivery. We are not responsible for shipments that are delayed, lost, or misdirected due to an inaccurate address being provided. AJE Lifestyles will not be responsible if additional shipping charges are accrued because of incorrect or incomplete addresses. If a problem with a shipping address is discovered, we will attempt to contact you and correct the problem however it is ultimately your responsibility to provide us with accurate information.

DAMAGED, LOST OR SHORT SHIPMENTS

Damaged, lost or short shipments should be reported to AJE Lifestyles within 24 hours so that we can re-ship the merchandise and/or register a damage claim with the appropriate carrier. Please do not accept packages that are obviously opened or damaged. If you find damaged goods inside the parcel, please take photos and email them to: info@zepternz.co.nz

2. MANNER OF PAYMENT

- PayPal
- Visa & Master Credit Card
- Visa & Master Debit Card
- Q Master Cards

*12 MONTHS INTEREST FREE - for details please contact AJE Lifestyles at info@zepternz.co.nz or by phone 09 4755589

IS IT SAFE TO BUY ONLINE WITH MY CREDIT CARD?

AJE Lifestyles provides you with the secure, modern online shopping and payment. When you use your credit card for payment on our website, we do not save that information, it is processed by Paystation a company that is a level 1 PCI compliant service provider. Their technology is designed to prevent any unauthorised viewing and downloading of your order information. We also use the security number on your credit card to ensure the person shopping is in the possession of the correct card.

For more information about **Paystation** please visit <https://paystation.co.nz/>

RETURNS AND EXCHANGES

We only accept returns of Damaged or Defective products or incorrect items sent to you. Refunds or exchanges will only be issued in these circumstances. We will refund the shipping cost after the items are returned and examined in any of these scenarios. Refunds are processed within 2 Business days of receiving the item back to our warehouse. Please provide photos of Damaged/Defective items by email to info@zepternz.co.nz.

WARRANTY

We offer 10 working days Warranty for the products purchased from AJE

Lifestyles. This means if the products breakdowns or malfunctions within the first 10 working days of you receiving the product, you will ship the defective item back to us and we will either ship you a new one or issue you a refund for the defective item. The warranty do not apply for misuse and /or miss handling. This warranty is in addition to a standard full manufacturer's warranty for a particular product.