

## Terms of Trade

Cocavo & AvoSpa branded products are for personal use only and are *not supplied for the purpose of re-selling*. If you wish to offer the products we sell through your own business, we encourage you to contact us to become a wholesale client of Cocavo. Please note conditions and minimum orders sizes will apply.

## Shipping

Our aim is to dispatch all orders within 1 working day of receipt. Orders received over the weekend or during public holidays will be dispatched as soon as possible when we re-open for business. If your order is urgent, please contact us for assistance.

- All orders are sent major via national courier companies and require a signature as proof of delivery unless otherwise agreed. If you have additional delivery instructions, please indicate this in the message box in the shopping cart.
- Please provide your physical address for shipping as we cannot deliver to PO boxes
- In general, delivery to your door will take no more than 2 working days following dispatch to North Island addresses and 2-3 working days for South Island addresses. Deliveries to rural delivery addresses will usually take one to two days longer. Weekends, public holidays, adverse weather events and infrastructural complications may cause additional delays.
- Orders will be automatically dispatched to the address provided at checkout, please ensure the correct shipping address is supplied. **Once your order has been dispatched, we cannot change the shipping address.** It may be possible for the courier company to redirect your order. Please contact the courier company directly to discuss your options.
- We can ship orders to customers overseas. Please contact us regarding the cost of international shipping.

## Delivery Charges

- Flat rates are charged for all online orders sent by courier for products up to a weight maximum of 15kg. The rates are displayed at checkout
- For orders weighing over 15kg – shipping will be charged at an agreed rate.
- You are responsible for advising if your delivery address is zoned as Rural. Additional fees will be applied if Rural addresses have not been advised.
- Chatham Islands – Flat Rate \$40.00
- Great Barrier Island – Flat Rate \$20.00
- Waiheke Island – Flat Rate \$12.00

## **Returns & Refund Policy**

We expect that you will be completely satisfied with any goods and services you receive from Cocavo or AvoSpa.

However, in the unlikely event that a product does not meet your expectations please contact us immediately to arrange a solution.

We have made a considerable effort to accurately describe the products we sell. In the event that goods are demonstrably not true to the description on our website or faulty, we will accept the goods for return and refund your money without hesitation. Please take care to ensure that the product you purchase is suitable for the purpose you intend as we are not obliged to accept goods for a refund if you simply change your mind about a product. We will endeavour to reach an amicable solution in such situations and at our discretion, we *may* replace any goods accepted for credit or refund the applicable purchase cost.

We accept responsibility for properly packaging and addressing the goods as instructed. If your order is mislaid or you receive goods that have been damaged in transit, please contact us immediately and we will work to rectify any such issues promptly.

Please check all parcels carefully, by signing for a consignment you are formally accepting the goods in the condition in which they were received.

## **Pricing**

All prices are in NZ dollars and include GST.

If you are interested in wholesale pricing for larger volumes than those listed on the site, please contact us for further information.

## **Email Communications**

By accepting our terms of trade, you agree to receive occasional email communications from us, you can opt out of this at any time by selecting unsubscribe at the bottom of the email.