

# Shipping Policy

## 1. Shipping Within New Zealand

- **Standard Charges:** Shipping costs within New Zealand are charged per item for small, non-bulk sizes.
- **Additional Charges:**
  - Oversized, overweight, or bulk items may incur additional freight charges. Customers will be notified by our packing staff if this applies.
- **Delivery Restrictions:**
  - We do not deliver to PO Box addresses. If you require NZPost delivery, please send an email to notify us.
  - An additional charge of **\$6.50** will apply to all small rural purchases sent via our general courier.
- **Incorrect Freight Selection:** If an incorrect freight option is chosen, our packing staff will contact you for clarification.
- **Dispatch Timeframe:** Packages are generally dispatched within **4-5 working days** after receipt of payment. Please note that stock availability may cause delays in shipping.
- **Estimated Delivery Time:** You can expect to receive your package within **5-10 days** of placing your order.
- **Courier Services:**
  - All orders are sent via **Aramex**, while rural parcels are switched to NZPost, which may take an additional **up to 3 days**.
  - Oversized, overweight, or bulk items will be shipped via **Mainfreight**.
- **Shipping Fees:** Shipping fees include handling, packing, and postage costs.
- **Delivery Address Recommendations:**
  - We recommend providing a delivery address where the package can be safely left. Alternatively, consider using your work address or another trusted location.
  - PO Box addresses are not recommended as Aramex does not deliver to them. If you need to send small parcels to a PO Box within New Zealand, please email us and select the NZPost option.

## 2. Tracking Your Order

If you have not received your order within a reasonable timeframe, please contact us for assistance with tracking.

## 3. Shipping to the Rest of the World

- **Quote Request:** For international shipping, please request a quote by providing your full address and contact details.
- **Shipping Service:** We utilize NZ Post's international post service to offer competitive shipping prices.
- **Dispatch Timeframe:** Packages are generally dispatched within **4-5 working days** after receipt of payment.
- **Delivery Timeframes:** International delivery times typically exceed **10 working days**, subject to standard postal time frames. This does not include potential delays due to customs processing.

- **Rural Address Restrictions:** Delivery is not available to rural addresses; please arrange for an alternative address if necessary.
- **Customs and Import Duties:**
  - 12-Baskets has no control over customs or import duties that may be applied upon arrival in your destination country.
  - You may wish to contact your local customs office for further information regarding potential charges, as you will be responsible for any fees incurred.

Thank you for choosing 12 Baskets Limited! If you have any questions or need further assistance, please do not hesitate to reach out.