

Delivery Policy

FREE Delivery: Free for orders of 12 bottles or more, or for orders exceeding \$250 in value (including GST).

South Island and Rural deliveries will incur an extra surcharge.

Delivery

Our warehouse is located in Wellington but we will deliver throughout New Zealand.

Delivery will be by a New Zealand courier company, all deliveries must be signed for by someone 18 years old or over. Sufficient proof of age may be required on request (NZ Driver's Licence, 18+ Card or Passport) upon delivery of the products.

We will use our best endeavours to despatch orders no later than two business days after the day your order is received by us and you have received confirmation of your order from us via email or equivalent. We are not responsible for any failure to deliver or delay in delivery caused by any event outside of our reasonable control.

In the event that we fail to deliver any products, you may elect to cancel your order in respect only of the products not delivered unless we have contacted you and you have agreed to delivery at a later date.

Where we fail to deliver or delay delivery of your order or part of your order or where any loss is incurred by you in relation to such delivery and is within our control, our liability shall be restricted to payment of the cost of replacing the order or part of the order, as we may determine (in our sole discretion).

Advice regarding order shortages or damage in transit must be given to us no later than three days after receipt of products. Please keep your delivery note and any packaging if any order is missing or damaged.

Delivery is complete when the products reach the address you have specified for delivery. We will be responsible for arranging the delivery of products unless you arrange otherwise with us.

We reserve the right to change the date of delivery at any time – we will endeavour to communicate with our customers the alternative date as soon as possible.



Fees:

Greater Wellington Region

All order of **above 12 bottles or greater than \$250** will be sent by courier free of charge.

All orders **below 12 bottles, or less than \$250** in value will be delivered with a \$5 charge

North Island (including Auckland)

All order of **above 12 bottles or greater than \$250** will be sent by courier free of charge.

All orders **below 12 bottles, or less than \$250** in value will be delivered with a \$10 charge

South Island and Waiheke Island

All order of **above 12 bottles or greater than \$250** will be sent by courier free of charge.

All orders **below 12 bottles, or less than \$250** in value will be delivered with a \$20 charge

Rural Delivery

A \$5 surcharge per 12 bottle case will apply in excess to the above delivery rates.

For any further enquiries of delivery fees email: sales@artigianoimports.co.nz

Refund / Returns Policy

All wines imported by Artigiano Imports Ltd. are shipped to NZ in refrigerated containers and stored in our warehouse with minimal temperature fluctuations. If for any reason you are unhappy with your purchase, do not hesitate to contact us on sales@artigianoimports.co.nz and we will look to remedy the problem immediately.

Faulty wines (corked, oxidised etc) will be replaced where possible, otherwise refunded. Picking errors or goods damaged in transit, contact us within 48 hours so that we can replace or correct. Please keep the damaged bottles as we'll need those to discuss the incident with our couriers.

For any cancellation, refund or breakage please be in touch within 48h after delivery date.

By all means we will do our best to accommodate your needs.

