

FREIGHT COSTS

STEIN offers free shipping on all orders within New Zealand. Dispatch and Delivery days are Monday to Friday, excluding public holidays.

FREIGHT LEAD TIMES

Next day dispatch if ordered before 11AM for standard deliveries. Custom deliveries are up to 10 working days for showers and 20 working days for vanities.

North Island: Next Day Delivery.

South Island: 3-4 Days Delivery

Please allow one extra day for rural deliveries

These lead times are our promise to you, and we will do everything we can to ensure that this is done. If the order is urgent, please call the office and our team will be happy to assist you.

RISK & DELIVERY

The Products remain at STEIN's risk until delivery to the Customer.

Delivery of Products shall be deemed complete when STEIN gives possession of the products directly to the customer as signing proof of delivery.

RETURNS COST

No Products will be accepted for return without the prior consent of STEIN. Any Products considered for return must be accompanied by the packing slip and must be in original unused, undamaged, resalable condition within 90 days of purchase. All costs associated returns are the responsibility of the Customers. There will also be a 20% restock fee charged for all returns.

FREIGHT CLAIMS PROCEDURE

For a freight claim to be accepted, the below steps must be carried out.

- 1) Upon Delivery, the Product must be inspected, and POD signed damaged if there are any issues.
- 2) STEIN must be notified of the damage within 48 hours. Email to be sent to info@newline.co.nz with original purchase order number and photos.
- 3) Need Approval before Product can be disposed. Any damages for glass can be binned. Any other damaged product is to be salvaged by the freight carrier and must be kept till they collect.
- 4) If the entire order is damaged, refuse order and send back with Freight Company.
- 5) A credit claim is to be raised or a replacement can be sent.