

FAQ'S

NEW ZEALAND CUSTOM CHARGES, GST AND TAXES?

All our New Zealand purchases include GST. Anything purchased outside of New Zealand and delivered to you do not incur New Zealand Goods and Services tax. However it may be subject to local duties and taxes. You will be responsible for the payment of these

DO YOU PLACE ITEMS ON BACKORDER?

No, items are not placed on back order and we try to avoid offering products that are not in stock.

HOW DO I USE LIVE CHAT?

Click on the Chat Icon at the bottom right hand corner of the screen and start chatting with one of our team members, its that easy.

CAN I VIEW THE PRODUCT BEFORE PURCHASING?

Yes, check our our store locator to see where we are stocked nearest to you

What Happens if the Product I want is Out of Stock?

If the garment you want is not available make contact with us to check when it will be in stock again.

CAN I CHANGE MY DELIVERY ADDRESS?

Once an order has been placed in our system you cannot change the address. There is a small window from the time you place the order to the point it is ready to be shipped out that we can try and update the address for you but you will need to be quick.

WHERE IS MY ORDER?

You will be able to track your order from Kaiwaka Clothing as soon as it leaves our factory.

DO YOU SHIP INTERNATIONALLY?

Yes, we ship right around the world.