

Dear valued customers,

We are thrilled to announce a new and exciting addition to our services at TSB Living - **Next Day Delivery!** Now, you can enjoy faster shipping and receive your orders even sooner. Read on to find out how you can take advantage of this convenient service.

**Next Day Delivery is available on Freight items (and orders with freight items) only.**

**Order Cutoff Time:** To ensure your order qualifies for Next Day Delivery, please make sure to finalise your purchase by **2pm**. Any orders placed and paid for before this cutoff time will be processed and handed over to our couriers on the same day. Please ensure that **Next Day Delivery** is selected at checkout, the order will not be given priority if this is not selected!

**Processing Time:** Orders received after 2pm will not be processed for same-day courier handover. Instead, they will be processed on the following business day, resulting in a one-day delay in delivery.

**Service Coverage:** Currently, our Next Day Delivery service is available for **non-rural addresses within the North Island**. We are piloting this service during a trial period, with all orders being shipped out only from our Auckland location. Kindly note that if an item is not available in Auckland, we regret that we won't be able to fulfil the order, and a refund will be processed.

**Business Days Only:** Next Day Delivery operates **exclusively on business days**. Please be aware that couriers will not be delivering on weekends. Any orders placed over the weekend will be processed on the next business day, ensuring you receive your items promptly during the workweek.

**Exclusions:** We'd like to inform you that Next Day Delivery is not applicable to pre-sale and Drop Ship items(DS, DS NA, DS CW, DS BS, NZ Made), temporary fences, and Midea items.

**Tracking and Delivery:** Once your order is collected by **Kiwi Express**, you will receive a tracking number. This tracking number enables you to keep tabs on your order's journey and anticipate its arrival. Please note that delivery will be made to the nearest drop-off point for your convenience.

**South Island Customers:** To our cherished South Island customers, we regret to inform you that Next Day Delivery is currently only available for the North Island during this trial period. If all goes well, we have hopes of extending this service to the South Island in the near future.

We are committed to enhancing your shopping experience with improved delivery options. Thank you for your continued support, and we look forward to serving you with even greater convenience.

