

# Shipping & Returns

## **Delivery Within New Zealand (Domestic)**

All on-line purchases are for Eltom Distillery products, through our website or arranged via email, will have a delivery fee added to shipping with New Zealand (domestic).

## **Deliveries Outside of New Zealand (International)**

All on-line purchases are for Eltom Distillery products, through our website or arranged via email, will have a delivery fee added to shipping with outside of New Zealand (International). The delivery fee is exclusive of any import fees, taxes, excise or other duties in the destination country.

Please contact us at [mark@eltomdistillery.com](mailto:mark@eltomdistillery.com) for any orders larger than 6 bottles.

## **Refunds & Returns**

### **Damaged Goods**

If your products are damaged or lost in transit, please follow these steps:

- If the goods have been damaged upon their arrival, take photos of this clearly showing the damaged bottle, the shipping container it came in as well as details of the sender/receiver on the package.
- Send the photos to us ([mark@eltomdistillery.com](mailto:mark@eltomdistillery.com))
- Contact us for the tracking number, if it has not been provided to you
- Make a claim, or lodge a complaint with the courier company within 14 working days.
- Email us the details at [mark@eltomdistillery.com](mailto:mark@eltomdistillery.com) so we can help with and/or finalize the claim
- We will replace the product free of charge.

### **Product Returns**

If you are unhappy with your product, or would like to ask us any questions, please contact us at [mark@eltomdistillery.com](mailto:mark@eltomdistillery.com) and we will work through the questions with you.

Due to the nature of the products we provide, we are unable to accept any returns.