



RUSSELL  
NEW ZEALAND

[www.omata.co.nz](http://www.omata.co.nz)

## DELIVERY POLICY Quick Delivery

We aim to pack and despatch your products within 3-5 days of receiving your order.

### Delivery Method

Your selections will be delivered by Courier (or by N.Z.Post to Rural Delivery areas.)

\* We will try our utmost to have your products couriered within the desired timeframe.

\* Allow time for delivery – courier service is not within our control and we cannot perform miracles with delivery schedules (although we try).

\* Please ensure delivery details provided are correct. We assume no liability for mis-delivery if incomplete or incorrect details are provided.

\* We will do everything we can to help solve any problems and to ensure your order is delivered smoothly.

\* Should you experience any problems, please contact us immediately. Most couriers provide a track and trace service, and we will provide this information should the situation arises.

\* Omata Estates Ltd can deliver to your home or work, but not to any P.O Box addresses.

## Overseas Delivery

Please contact us directly to enquire about your purchase requirements for off-shore delivery.

## RETURN/REFUND POLICY

\* All items for return or swap must be returned within 30 days with proof of purchase.

\* All items must be returned in 'unopened/new' original condition.

\* Omata Estates Ltd will refund or replace any faulty or defective goods supplied, in accordance with the Consumer Guarantees Act and Fair Trading Act. Omata Estates Ltd will also exchange goods that have been purchased and have subsequently been identified as unsatisfactory.