

## Delivery & Freight Policy for Archipello. Range.

We aim to get your order to you as quickly and smoothly as possible. Feel free to contact us on 0800 600 789 or [sales@advancelandscape.co.nz](mailto:sales@advancelandscape.co.nz) if you have any concerns or questions.

### Shipping Rates

Delivery charges may be included in the price of your order or charged separately, depending on the order. We work with a trusted network of freight partners to secure competitive nationwide shipping rates and reliable service, helping ensure your purchase reaches you smoothly wherever you are in New Zealand.

- Freight for our **Garden Edging** range is calculated automatically at checkout.
- For **Retaining Walls and Planters**, freight is priced on application and depends on the size of your order and delivery location. Please contact us on for additional information or a quote via our contact details above.

### Delivery Timeframes

Estimated delivery time is 2–7 working days from order and/or payment confirmation. Deliveries to rural areas may take an additional 1–2 working days. All delivery timeframes are estimates only, and delays may occasionally occur.

### Tracking Your Order

You'll receive a dispatch confirmation email with a tracking number once your order has been sent, allowing you to track your delivery online via the carrier's website.

### Changes to Delivery Address

If you need to update your delivery address after placing your order, please get in touch with us as soon as possible. While changes cannot always be made once an order is in transit, we'll do our best to help where we can.

### When Delivery is Complete

Delivery is considered complete when:

- Your order is collected by you or your nominated carrier, or
- Your order is delivered to the address you provided, even if no one is available at the time.

## **Receiving Your Order**

Please make sure someone is available to receive your delivery or that collection has been arranged. If delivery can't be completed as planned, or acceptance is delayed, a reasonable re-delivery or storage fee may apply.

## **Split Deliveries**

Your order may be delivered in more than one shipment. If this happens, each shipment may be invoiced separately in line with our terms and conditions.

## **Issues or Delays**

If you experience any issues with your delivery, or if your order hasn't arrived within the expected timeframe, please contact us using the details above. Our team is happy to assist and will work with you to resolve any concerns as quickly as possible.

Further information about the terms & conditions for ALSL, can be accessed by visiting the following website and downloading the relevant file(s):

<https://www.advancelandscape.co.nz/terms-conditions>

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