

Shipping Policy

Last Updated: 5 August 2026

At **WixScents**, every candle is carefully hand-poured and packed with love from New Zealand. We work hard to get your order to you as quickly and safely as possible.

Processing Times

Orders are typically processed within **2-5 business days** of purchase.

During busy periods, including sales, product launches, and public holidays, processing times may be longer. If there are any significant delays, we'll contact you as soon as possible.

Shipping Within New Zealand

We currently ship throughout New Zealand using trusted courier services.

Estimated delivery times after dispatch are:

- **North Island:** 1-3 business days
- **South Island:** 2-5 business days
- **Rural Addresses:** Please allow an additional 1-3 business days

Please note that delivery timeframes are estimates only and may vary due to courier delays, weather events, or peak shipping periods.

Shipping Costs

Shipping costs are calculated at checkout based on your location and order size.

From time to time, WixScents may offer free shipping promotions. Any applicable promotions will be displayed on our website.

Order Tracking

Once your order has been dispatched, you'll receive a shipping confirmation email along with tracking information (where available).

You can use the tracking link provided to monitor your delivery's progress.

Delivery Information

Please ensure your delivery address is correct at the time of ordering.

WixScents cannot be held responsible for delays, additional costs, or lost parcels resulting from incorrect address information supplied by the customer.

If an order is returned to us due to an incorrect address, additional shipping charges may apply before the order can be resent.

Authority to Leave

By placing an order, you authorise the delivery courier to leave your parcel in a safe location if no one is available to receive it, unless otherwise requested.

Once a parcel has been marked as delivered by the courier, responsibility for the parcel passes to the customer.

Damaged or Missing Deliveries

If your order arrives damaged, please contact us within **7 days of delivery** and include:

- Your order number
- Photographs of the product
- Photographs of the packaging

If your parcel is delayed, lost, or missing, please contact us and we'll work with the courier company to investigate the issue.

International Shipping

We currently ship within New Zealand only.

If international shipping becomes available in the future, this policy will be updated accordingly.

Contact Us

If you have any questions regarding shipping or your order, we'd love to hear from you