

Shipping Policy – WixScents

Last Updated: 18 November 2025

1. Processing Time

- Orders are processed within 1–3 business days after payment is confirmed.
- Orders placed on weekends or public holidays will be processed the next business day.

2. Shipping Rates & Delivery

- New Zealand Standard Shipping: Flat rate of \$12.90 North Island NZ, and \$14.00 South Island NZ
- Free Shipping: Available for orders over \$150.00 NZD.
- Delivery typically takes 2–5 business days for urban areas and 3–7 business days for rural addresses.
- We currently ship within New Zealand only.

3. Tracking

- Once your order is dispatched, you will receive a tracking number via email.
- You can track your parcel through NZ Post's website.

4. Delays

While we aim to deliver on time, delays may occur due to:

- Public holidays.
- Weather conditions.
- Courier network disruptions. We will notify you promptly if there are significant delays.

5. Incorrect Address

Please ensure your shipping details are correct. WixScents is not responsible for delays or losses due to incorrect addresses provided by the customer.

6. Damaged or Lost Items

If your order arrives damaged or does not arrive within the expected timeframe:

- Contact us at wixscents408@gmail.com within 7 days of delivery.
- We will investigate and arrange a replacement or refund as per our Refund Policy.

7. Contact Us

For any shipping-related questions, please contact:

Email: wixscents408@gmail.com

Phone: 021 2424 188