

COVID-19 UPDATE FOR NEW ZEALAND

New Zealand Freight

19 August 2020

Postage backlogs to Australia - New Zealand are currently experiencing backlogs into Australia. We appreciate your patience at this time.

Please note; Further delays are expected to New Zealand due to the impacts following the announcement of further restrictions by the New Zealand government for the Auckland region and the rest of New Zealand. Despite our best endeavours, it is likely that some items will take longer than the stated delivery times and we ask for your understanding.

There are flight disruptions and cancellations impacting all inbound and outbound items to New Zealand. Express items will be given priority over Standard items during this time. Australia Post has suspended Economy Services for parcels effective 3 April and until further notice. Economy Services for letters will continue.

For further information, please view our Terms and Conditions of Sale at www.specialtyballoons.com.au

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n
PRINTERS australia & nz®



New Zealand Online Shipping Information

Express Airbag Delivery - 1 Kg:

Usually 4 days to metro areas - FREE FOR ORDERS OVER \$100
No-Signature: Parcel left at your address. Not available for large volumes, bulky items.

See Below for More Detail:

Please note that all delivery times are estimates only. Specialty Balloons make every effort to ensure quoted delivery times are met, however, we are not responsible for circumstances out of our control, such as: courier errors, peak season delays, natural disaster, etc.

1. Express Airbag Delivery (No Signature)

Free for orders over \$100 or \$35.00 flat rate for orders under \$100

Orders dispatched by 3:00pm AEST should be received within 4 business days for delivery to metro areas.

Express Airbag Delivery is a no signature required service. This means that the courier will generally leave your order at the designated shipping address. Once the parcel has been delivered to your shipping address, Specialty Balloon Printers takes no responsibility for any damage or theft that may occur. If you will not be present to accept your delivery or you feel that your address is unsafe to have a parcel left unattended, we recommend choosing an alternative shipping address*.

**Shipping Address must be a street address, we do not ship to PO boxes.*

We DO NOT allow for unattended address re-delivery attempts - all deliveries will be left at the address provided on the first delivery run. Therefore, please ensure the delivery address you provide us with is attended, Monday - Friday 9am - 5pm, or be sure you are happy to accept that the delivery will be left at the premises if unattended. We accept no responsibility for lost or stolen items. Thank you.

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