# **Shipping and Returns Policy**

### **Shipping Policy**

### All domestic orders will ship via the NZ Couriers or normal post. International orders will ship via normal DHL or Courier Post International unless they are shipped to a PO Box address in which case they can not be delivered.. Customers ordering from outside of the NZ may be subject to customs fees, duties, and/or taxes on physical and/or digital products. These fees vary between countries and are not governed, collected nor negotiated by Nicole Wijngaarden Coaching Ltd.. Please be sure that you are familiar with your country’s fees or policies with regard to imports and exports, customs, duties, GST, Taxes, etc., before placing your order. We strive to ship all orders as quickly as possible therefore, we cannot guarantee that we will be able to cancel a shipment once your order has been placed. Please be sure to carefully check the items on your order and shipping charges before completing your purchase.Please Note: Packages that are not picked up or have been refused by you due to your country’s duties or customs fees, will not receive a shipping refund. It may take the shipping carrier up to two months to deliver your package back to Nicole Wijngaarden Coaching. Once we receive your package, we will inform you of your refund status.

**Please Note: Shipping delays should be expected for international shipments.**Shipping time in transit in the NZ is approximately 3-8 days and does not include Sundays. Shipping time in transit outside the NZ is approximately 6-14 days and does not include Sundays. Each foreign country’s Customs Office has the right to extend the amount of days to process their incoming packages, which can cause a delay in your delivery.

### **Product Returns & Refunds Policy**

**Digital Products:**All digital products are non-refundable and non-exchangeable. Please review the audio sample

of the digital product, on the product page, before completing your purchase.  
  
**Online Courses:**All Online Courses are non-refundable.  
  
**Physical Product Return:**If you are unsatisfied for any reason with your physical product purchase, please contact us within 30 days of purchase to return an item. Returned items must be in their original packaging with cellophane and in new and unworn condition, or a 15% restocking fee will apply.  
  
Pack the item/s to be returned securely in the original carton. We are not responsible for packages sent to us that are lost or damaged during return shipment.  
  
The purchase price of the returned product/s minus the original shipping costs will be refunded to the payment method used at the time of purchase.  
  
Refunds will be issued in the same manner in which the item or items were paid and can take up to 5 business days to appear on your statement depending on the banking institution. You will receive an email from our store once your refund has been processed.  
  
**Damaged Item:**

If you received your order damaged, please [Contact Us](https://nicolewijngaarden.com/contact) within 7 days of delivery receipt to file a claim and to receive a replacement item. After 7 days of delivery, a damaged shipping claim cannot be made.

**Wrong Item Received:**    
If you received an incorrect item or incomplete order, our sincere apologies. Every order is important to us, so please contact us immediately for a return shipping label and we will then ship your originally ordered item out right away. After 7 days of delivery, a wrong item shipping claim cannot be made.  
  
For damaged or incorrect orders, please [Contact Us](https://nicolewijngaarden.com/contact).