



## Shipping and Return Policy

### Shipping Policy

#### 1. Order Processing

- **Processing Time:** Orders are processed within 3-4 business days. Orders placed on weekends or holidays will be processed on the next business day.
- **Order Confirmation:** Once your order is placed, you will receive an email confirmation with your order details.

#### 2. Shipping Methods and Rates

- **Standard Shipping:** Estimated delivery time is 3-7 business days. Shipping costs are calculated at checkout based on your location and the weight of your order.
- **Expedited Shipping:** Estimated delivery time is 1-3 business days. Expedited shipping options and costs are available at checkout.

#### 3. International Shipping

- **Availability:** We ship internationally to select countries. International shipping rates and delivery times vary based on the destination.
- **Customs and Duties:** International orders may be subject to customs duties and taxes. These charges are the responsibility of the customer and are not included in the shipping costs.

#### 4. Order Tracking

- **Tracking Information:** Once your order is shipped, you will receive a shipping confirmation email with a tracking number. You can track your order on our website or the carrier's website.

#### 5. Delivery Issues

- **Lost or Damaged Packages:** If your package is lost or damaged during transit, please contact us at [wayliwhirls@gmail.com](mailto:wayliwhirls@gmail.com) within 7 days of the estimated delivery date.
- **Incorrect Address:** Please ensure your shipping address is correct. We are not responsible for orders delivered to an incorrect address provided by the customer.

### Return Policy

#### 1. Eligibility for Returns

- **Timeframe:** You have 30 days from the date of delivery to return your purchase.
- **Condition:** Items must be returned in their original condition, unused, and in the original packaging.

#### 2. Non-Returnable Items

- **Customized Items:** Personalized or custom-made tumblers and drinkware are non-returnable unless defective.
- **Sale Items:** Items purchased on sale are final and cannot be returned.

### 3. Return Process

- **Return Authorization:** To initiate a return, please contact us with your order number and reason for return. We will provide you with a return authorization number and instructions on how to return your item.
- **Return Shipping:** Customers are responsible for return shipping costs. We recommend using a trackable shipping method. We are not responsible for lost or damaged returns.

### 4. Refunds

- **Processing Time:** Once your return is received and inspected, we will notify you of the approval or rejection of your refund. Approved refunds will be processed within 7-10 business days.
- **Original Payment Method:** Refunds will be issued to the original payment method. Shipping costs are non-refundable.

### 5. Exchanges

- **Exchange Process:** We only replace items if they are defective or damaged. If you need to exchange an item, please contact us

### Contact Information

If you have any questions or concerns regarding our Shipping and Return Policy, please contact us:

**Email:** wayliwhirls@gmail.com

**Phone:** +64 22 1633 700

**Address:** Auckland, New Zealand