

1. Is it safe to use my credit card on your site? Shopping and entering online at n-duro.co.nz is safe. The n-duro.co.nz Safe Shopping Guarantee backs every credit card purchase you make at n-duro.co.nz, and our site is protected by SSL encryption technology.

2. I want to return my purchase! What do I do? If you are not 100% satisfied, you can return it for a full refund within 3- months of purchase. (Returns must be in original condition and in the state you received them and in the original box. Except for warranty items, apparel items must not have been worn.) Using a good carton, return package via insured Courier Post Mail or other Parcel Carrier of your choice. Complete the returns form on the back of your packing slip. If you do not have your packing slip, please include a note stating purchaser's name, address and approximate date of purchase.

**Send returns to:**

NDuro Event Limited  
Upstairs @ 1183 Arawa Street  
Rotorua

Keep a record of your shipment until you have received a credit, refund, or replacement. For additional information on our return policies, please contact Marcus 021424443 or Dean 021 301440, or e-mail us at [events@n-duro.co.nz](mailto:events@n-duro.co.nz)

3. How long will it be before I receive my order? Orders received before 4pm we will do our best to dispatched the same day for overnight delivery, in New Zealand you should receive your order within 1 business day. Please allow additional time for shipments to rural addresses. For international deliveries, please see Shipping Costs and Returns.

4. What forms of payment do you accept? We accept Visa and MasterCard credit cards

5. How do I order items with Cashier's Checks or Money Orders? No we don't, what we would recommend is you buy something like a prizzy debit card from the post shop.

6. Do you ship to addresses outside New Zealand? Yes, we ship to most countries. If we have any questions about an order we will email you.

7. Do you ship to PO Box addresses? Yes, we can ship to PO Boxes in New Zealand. International orders must be shipped to a Residential or Business address.

8. What do you charge for standard shipping an order? The cost of standard shipping in New Zealand is NZ\$7.50. For international charges see Shipping Costs & Returns

9. When placing an order I get an error message stating that there has been an authorization failure. What went wrong? Please double check the credit card number and expiration date on your card. Also, please be aware that we currently accept Visa, MasterCard credit card payments.

12. What are cookies? Do I need to enable cookies on my browser to shop at n-duro.co.nz? A cookie is a small amount of data that is sent to your browser from a web site and is stored on your computer's hard drive. If your browser's preferences allow it (most browsers are installed with cookies enabled), each web site can send its own cookie to your browser. To protect your privacy, cookies do not store personal information but

instead use anonymous unique identifiers. Each web site can only access the cookie they have sent to your hard drive, not the cookies sent by other web sites. You need to enable cookies on your browser to enjoy all the shopping features at n-duro.co.nz. Cookies need to be enabled on your browser so you can add products to your shopping cart and to access your n-duro.co.nz account information. If you share your computer with others and you do not want them to have access to your account information, be sure to log out before leaving your computer unattended.