

<https://iloveorganics.kiwi>



Our Policies

Terms and Conditions

Shipping policy

Ownership and responsibility of the Produce shall pass to the Customer on delivery to the Delivery Point.

Iloveorganics.kiwi always aim to deliver on time but may from time to time be delayed due to traffic conditions, Mother Nature or other circumstances out of our control and shall not be liable for failure to deliver on a timely basis. If the delivery of your order is likely to be substantially delayed, we will contact you (via phone, text or email) to advise.

Payment

Payment is required at the time of ordering. Payment is to be by bank deposit, credit/debit card being Visa or MasterCard. Iloveorganics.kiwi does not accept American Express or Diners Club cards.

We undertake to keep all credit card information provided safe and secure and in compliance with Payment Card Industry Data Security Standard's.

We reserve the right to change the payment methods we accept at any time.

Terms of service

Our Commitment to You - We are committed to ensuring that the produce we deliver is of a high standard. It is important to us that we act quickly to resolve any problems that arise.

Customers should contact us regarding any problems or concerns they have. We aim to give you complete service and satisfaction within the shortest time frame possible.

We will act in accordance with the New Zealand Consumer Guarantees Act 1993, and the Fair Trading Act 1986.

Refund policy

We aim to supply you with the best products. If you are missing something, or you receive something that is poor quality, please let us know and we will refund you the item or credit something to same/similar value in your next order.

In the case of a cancelled order by the customer a full refund will be given. Cancellations are to be advised by 9am the day prior to delivery via email to info@iloveorganics.kiwi.

In the event of any cancelled order, payments will be refunded in accordance with the Consumers Guarantees Act 1993.

Privacy policy

lloveorganics.kiwi values the privacy of the individuals who use our website. We collect and use information from those who use our website and have registered their interest. This information is for the sole use of lloveorganics.kiwi and will not be disclosed to a third party. When ordering or registering on our site, you will be asked to enter your name, email address, delivery address and phone number or other details to assist us in processing your order.

lloveorganics.kiwi endeavours to keep your personal information collected on the Website secure and confidential; lloveorganics.kiwi shall not be responsible for any breach of security caused by third parties.

Our website is scanned on a regular basis for security holes to make your visit to our site as safe as possible. Our site is HTTPS / SSL / TLS secured. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

All credit card transactions are processed through gateway provider paymate.com.au and credit card details are not stored or processed on our servers. We use, what we believe to be the safest payment processors, to ensure that your data is safe and secure.

Ordering & Delivery

The cut-off days and times for ordering will be always updated on our website.

Due to the nature of nature sometimes our suppliers are unable to deliver what we have requested therefore we may substitute it with something else at last minute. Unfortunately, sudden changes in weather can slow growth down or a grower may not have as much of a crop as they estimated. This will mean a last-minute change.

You must ensure that you or an assigned person is at the Delivery Point for the delivery or instructions on a safe place to leave your delivery if you are not going to be at the delivery address.

You are liable for every order made under your Login which has not been cancelled after the order cut off date.

You may not purchase Products through the lloveorganics.kiwi website for the purpose of resale.

The prices are as listed on the lloveorganics.kiwi website and all prices are inclusive of GST. All amounts are in New Zealand dollars. lloveorganics.kiwi reserves the right to change the prices of the produce from time to time due to fluctuations in market prices.