

FREE FREIGHT POLICY

Policy Date from: April 2025

At Essential Coffee, we are pleased to offer free freight on qualifying orders under the following terms and conditions:

Prepayment Requirement:

All orders must be fully prepaid prior to dispatch. This includes full payment of the product(s), applicable taxes, and any additional services requested.

Order Minimum for Free Freight:

To qualify for free freight, the order total must exceed **\$350.00 (excluding GST)**. This amount is calculated before the addition of GST or any other applicable charges.

Geographical Limitations:

Free freight is available only for deliveries within New Zealand that are not in restricted/remote shipping areas. For restricted & remote areas Essential Coffee can ship to your designated preferred shipper warehouse for collection.

Exclusions:

Some items and locations, such as bulk orders, oversized products, special delivery requirements or remote locations with limited shipping options, may not qualify for free freight. In these cases, shipping fees will be calculated and applied at the time of checkout.

Freight Provider:

Essential Coffee reserves the right to select the most suitable freight provider to ensure timely and cost-efficient delivery. Some carriers do not carry liquids and Essential Coffee will select the most suitable carrier for liquids if liquids are ordered.

Order Processing:

Once payment is received in full and the order is confirmed, the Despatch process will begin. Please allow up to one working day for order processing.

Returns and Refunds:

If an order is returned, shipping fees may apply, and any freight charges waived as part of the free freight offer may be deducted from the refund.