

Shipping and Returns

Sulco approved Account Customers

All customers with prior approved credit accounts can order online. Goods charged on monthly account in accordance with the supplier's current terms of trade. Freight is payable on all consignments by the customer. Freight charges are detailed on the supplier's invoice.

Export Orders

Sulco is happy to accept and process export orders please contact our Sales staff directly on sales@sulco.co.nz and they will advise terms and conditions.

Shortages and Damage

All shortages and damage to goods must be reported by phone, email or fax without delay. This will ensure any subsequent claim can be lodged within the time frame required by our freighting partner's terms of trade.

Delivery Policy

Sulco will use all reasonable endeavors to deliver your requested products to the shipping address specified in your order within 48 hours (excluding weekends and holidays). Rural delivery can attract a longer time period area.

All products will be couriered to your address by tracked courier. Our preferred courier company is New Zealand Couriers; however we may use other companies from time to time at our discretion. Sulco Ltd cannot be held accountable for delivery times once items have been dispatched.

Return

You acknowledge and agree that returns shall only be accepted by us in accordance with our returns policy as notified to you from time to time on our website or otherwise in writing, and that you may receive a credit for goods returned only if we have consented in writing. We may charge you a re-stocking fee. Where the goods that we supply you have been specially ordered for you and are not stock items, you may not return them.

However, nothing in these terms of trade or in our returns policy will limit or affect any rights that a non-business consumer may have under the Consumer Guarantees Act 1993 in relation to consumer goods.

Complete the returns form which can be downloaded by clicking [here](#).

Return the goods and completed returns form to the Sulco branch from which the goods were purchased.

Cancellation

You can cancel your Order by giving us a call on 0800 800 488 as soon as possible, make sure you have your order number ready. If the order has already shipped then the order cannot be cancelled, also return charges may incur.