



### **New Zealand Paperback Orders Information, Terms and Conditions of Sale.**

As required by the Fair Trading Act of New Zealand, Emily Larkins Author hereby asserts that she is in trade and your purchase is covered by the Fair Trading Act and the Consumer Guarantees Act. ☺

[www.emilylarkins.nz](http://www.emilylarkins.nz)

[www.amazon.com/author/emilylarkins](http://www.amazon.com/author/emilylarkins)

### **Why offer a separate order option for New Zealand customers?**

This order option has been set up in response to requests from customers within New Zealand wishing to purchase paperback books directly from the author. Should you wish to purchase an eBook, or directly from Amazon, visit the Amazon.com site above. Alternately, visit Emily Larkins Author's website for links to other international Amazon sites. Please note paperback sales are limited to selected Amazon marketplaces.

### **How ordering through Emily Larkins Author works:**

Emily Larkins Author does not usually hold stock. By using the New Zealand Only Order Form you are reserving your copy of the next print run (which will be made approximately once a month, or more frequently depending on order numbers and urgency). If you would like to know if books are in stock, please email.

Once you have sent your form, you will be notified that your order has been received and confirmed, when Amazon ships to New Zealand, and again when your order is ready to ship to you.

When you are ready to order, fill in the form and email to [emily.larkins@hotmail.com](mailto:emily.larkins@hotmail.com). Should you wish to place an urgent order, please contact Emily Larkins Author directly. Additional charges will apply based on Amazon.com's shipping prices (see link below).

### **How long will it take?**

To make this service cost-effective, Emily Larkins Author opts to use Amazon.com's Standard Delivery shipping option (other shipping options available, see link below). As stated on Amazon.com's website, the estimated delivery time for this service is 12-16 business days and is the lowest cost service. Should you wish to find out more, Amazon's shipping rates and policies can be found here:

[https://www.amazon.com/gp/help/customer/display.html/ref=footer\\_shiprates?ie=UTF8&nodeId=468520](https://www.amazon.com/gp/help/customer/display.html/ref=footer_shiprates?ie=UTF8&nodeId=468520)

Upon receiving the shipment from Amazon, your book/s will promptly be packaged and shipped direct from Emily Larkins Author to you. Please allow 1-3 days.

Emily Larkins Author uses New Zealand Post for delivery within New Zealand. Expected delivery times stated on the New Zealand Post website vary from the next working day to three working days (with rural

or remote delivery taking longer. For more information on estimated delivery times go to:  
<https://www.nzpost.co.nz/business/sending-within-nz/parcels/our-parcel-sending-range#long>

Emily Larkins Author endeavours to get your purchase to you as quickly as possible. Based on the estimates stated above, with print on demand and international shipping times considered, you should expect to receive your book/s in approximately 25 working days. At times, Emily Larkins Author may have books in stock, in which case delivery time will be much quicker.

Strictly by prior arrangement, customers within the Dunedin City area may be able to arrange Drop Off or Pick Up in person for a small charge. If you wish to enquire about this service, please contact Emily Larkins Author BEFORE submitting your order form. Emily Larkins Author reserves the right to refuse Drop Off or Pick Up to any person, for any reason. Should this service not be available to you, please see the order form for postage information.

Whilst every effort is made to fulfil the expected time of delivery, please note that due to unforeseen circumstances, delays can occur. Emily Larkins Author is not responsible for delays at Amazon.com, their shipping carrier, or through the New Zealand Post delivery process. Should Emily Larkins Author be notified of delays, this information will be forwarded to you by email as soon as practicable.

### **How and when to pay:**

You have from the date you place your order, right up until your order is ready to ship within New Zealand to make your payment. Delay in receipt of payment by Emily Larkins Author may result in delays shipping your order to you. Please keep in mind that payments made over the weekend may not go through until the following business day. Orders will NOT be shipped until payment has been received. To prevent delays, the suggested date of payment would be when you have received confirmation that the Amazon order has been shipped and is on the way to New Zealand.

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Payee: Emily Larkins  
Account: 01-0906-0101801-56  
Reference: Your name and confirmed order number (this will be emailed to you)

Payments via cash in person:

Please bring the exact amount with you. Change may not be available.

Payments via Pay to Mobile:

Email [emily.larkins@hotmail](mailto:emily.larkins@hotmail) for Emily Larkins Author's Pay to Mobile number.

### **Cancellation and returns:**

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Cancellation of your order can be made right up until delivery within New Zealand – you must cancel your order *before* it is shipped within New Zealand. Any payment you have made will be refunded in full in a timely manner. Should you fail to cancel your order before it is shipped, no refund will be made.

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Every effort is made to ensure you are provided with a product in pristine condition. If you are unhappy with the condition your product arrives in, please contact Emily Larkins Author directly at [emily.larkins@hotmail.com](mailto:emily.larkins@hotmail.com) within five working days of receiving your package. A photo of the defect would be a handy thing to add in your email. Returns must be in the condition you have received them – unread! You may choose to be refunded or have a replacement of your order shipped to you.

The return will be made at your expense, and, provided this has been arranged prior to return posting, upon proof of postage cost, this will be refunded to you.

#### **Additional information:**

As a consumer in New Zealand, your purchase is covered by the Fair Trading Act and the Consumer Guarantees Act. This link takes you to a fact sheet about your rights as a consumer in New Zealand:

[https://comcom.govt.nz/\\_data/assets/pdf\\_file/0031/89671/Know-your-rights-as-a-consumer-Fact-sheet-July-2018.pdf](https://comcom.govt.nz/_data/assets/pdf_file/0031/89671/Know-your-rights-as-a-consumer-Fact-sheet-July-2018.pdf)