

Shipping & Returns

What countries do you deliver to?

We are currently only shipping within New Zealand and Australia. All orders will include a tracking/non-signature postage.

We currently offer the following shipping option to Australia:

NZ Post/Tracked: Flat rate \$20.00 (total weight under 2kg).

Please allow up to 10 - 14 working days for delivery. All prices are in New Zealand Dollars and include GST. *Please note that if your order is over 2kg in weight, we will email you with an updated shipping charge. Any customs and duty charges are the responsibility of the purchaser.

When will my order arrive?

We aim to ship all in-stock items within 24 hours of your order being placed, excluding weekends and public holidays in New Zealand. The majority of our orders are being delivered on time as normal; however, due to the ongoing Covid-19 pandemic, some carriers are experiencing significant delays, meaning some orders may not be delivered within specified timescales.

Can items in my order be sent to different addresses?

Each order can only be delivered to one address. The easiest way to send multiple products to different addresses is by placing separate orders for each.

Can I cancel or amend my order after I've placed it?

We work fast to prepare and send your order as quickly as possible, which means we cannot make any changes to an order once it has been placed.

What happens if my parcel doesn't arrive?

If you experience your parcel going missing, please contact us and we will attempt to track down the parcel. Unfortunately, we cannot be responsible for lost or stolen parcels where the parcel has been registered as delivered, which includes notification of re-delivery or collection. If a parcel is returned to us, payment for a second delivery attempt may be charged. We are unable to deliver to PO Boxes.

What if my product is damaged upon delivery?

If a product you have ordered is damaged upon delivery, please let us know immediately and within 30 days of purchase at the latest. We will gladly offer a full refund or replacement. Please quote your name and order number when emailing riyana@velvetkinz.com, providing details of the damage - including any photos. Once the item has been returned, a refund usually takes 3 to 5 business days to be credited back to your credit card or original payment method, or a replacement is sent free of charge. We can only refund shipping costs on products that are damaged.

Results vary from person to person and we cannot accept returns as a result of any skin conditions or reactions. We are always happy to help if you have any questions before and after purchase, and recommend reading the full ingredient list, suitability and how to use information first.

Can I return my product?

Results vary from person to person and we cannot accept returns as a result of any skin conditions or reactions, and due to change of mind. We are always happy to help if you have any questions before and after purchase, and recommend reading the full ingredient list, suitability and how to use information first.