

## DELIVERY FAQ

### What are Reliv's delivery charges?

- Free delivery for orders with a RV (Retail Value) over NZ\$230.
- NZ\$ 18.00 delivery for orders with a RV (Retail Value) of NZ\$230 and under.
- NZ\$ 9.00 delivery for auto-ship orders with a RV (Retail Value) of NZ\$230 and under.

### Online Orders:

Shipping charges will automatically compute during checkout prior to the completion of your order.

### How long does delivery take?

- Orders placed before 03:00pm business days will be shipped the same day.
- Orders placed after 03:00pm business days will be shipped the following business day.

#### Estimated delivery times as follows:

Auckland / City : 1-2 days

Wellington : 1-2 days

Rest of North Island : 2-3 days

South Island (Nelson, Dunedin, Christchurch) : 2-5 days

(Please note Rural deliveries can take an additional 2-3 days)

### Reliv Hours of Operation

- The Reliv office is open Monday to Friday 10:30 am-7:00 pm.
- The Reliv office is closed weekends and public holidays. Orders placed when the office is closed will be despatched the next business day.

### Can I track my order?

Reliv New Zealand uses Courier Post for all deliveries. If you require a particular consignment number please call the Reliv office on freecall 0800-908-882 or email [aunzinquiries@relivinc.com](mailto:aunzinquiries@relivinc.com).

### Can my delivery address be different than my mailing address?

Yes, simply change your delivery address during the checkout process or alternatively if making a phone order please advise the office of your intended delivery address details.

### Does Reliv deliver outside New Zealand?

Reliv New Zealand only delivers within the boundaries of New Zealand. For delivery within/to other countries please contact the relevant [Reliv Office](#).

### What can I do if my question is not covered here?

Please call the Reliv office on freecall 0800-908-882 or email [aunzinquiries@relivinc.com](mailto:aunzinquiries@relivinc.com).