

RETURNS & REFUNDS

We have a 7-day return policy, which means you have 7 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at Info@ace.kiwi. Please note that returns will need to be sent to the following address:

23b andromeda crescent, Auckland, AUK, 2013, New Zealand

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Please note that if your country of residence is not New Zealand, shipping your goods may take longer than expected.

You can always contact us for any return questions at Info@ace.kiwi.

Damages and Issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Certain types of items cannot be returned, custom products (such as special orders or personalized items). Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you'll be automatically

refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at Info@ace.kiwi.

SHIPPING:

ORDER PROCESSING: Please allow 1-2 days to process your order. Expect an email within 2-3 days to let you know your order is on the way!

STORE PICKUP - 23b Andromeda Crescent; Orders can be picked up from monday to friday, between 9am-5pm. An email or phone call will be sent when your order is ready for pickup.

SHIPPING: Orders are generally shipped within 1-3 days using A-H Freight or our own delivery. The total cost of shipping will be calculated at checkout.