Metalon Shipping & Delivery Policy

At **Metalon**, we make getting your commercial and ergonomic furniture as straightforward as possible. Below are the details of how we deliver our products across New Zealand.

www.metalon.co.nz

1. Delivery Rates & Inclusions

- **Nationwide Urban Shipping:** Delivery is **included** for all items available for direct online purchase, provided they are being sent to standard, non-rural locations nationwide across the North and South Islands. This is valid for ground floor or elevator access deliveries to business addresses.
- **Rural Delivery Surcharges:** Addresses classified as rural (RD) by national courier or freight networks fall outside our standard free delivery coverage. For rural deliveries please contact us for a quote.
- **Offshore Islands:** Standard online purchase shipping excludes offshore territories (e.g., Waiheke Island, Great Barrier Island, Chatham Islands, and Stewart Island). Please contact our team at sales@metalon.co.nz prior to purchasing for a custom freight quote.

2. Dispatch & Lead Times

Because many of our commercial-grade items are manufactured or customised to order right here in our Dunedin factory, lead times vary:

- **In-Stock Items:** Orders for pre-assembled or in-stock accessories are typically processed and ready for dispatch within **1 to 3 business days**.
- **Made-to-Order / Custom Furniture:** Large furniture items or custom fabric/colour choices generally carry a production lead time (often around **4 weeks** depending on the specific product line). Estimated manufacturing times will be specified on individual product pages.

3. Transit Timelines

Once your order leaves our Dunedin facility, estimated transit windows are as follows:

- **South Island (Main Urban Centres):** 1 – 3 business days.
- **North Island (Main Urban Centres):** 3 – 5 business days.
- **Rural Addresses:** Please allow an additional 2 – 3 business days over standard transit times.

Please note: Heavy or oversized freight (such as whole desks, board tables, or large storage units) travels via specialised furniture movers, which may alter delivery schedules slightly compared to standard package couriers.

4. Delivery Methods & Requirements

- **Physical Addresses Only:** We utilise courier networks and freight carriers that require physical locations. We cannot deliver to P.O. Boxes or Private Bags.
- **Ground Floor / Kerbside Delivery:** Standard shipping includes delivery to a ground-floor loading dock, front door, or kerbside only. If your delivery address requires traversing stairs, lifts, or specialized multi-story office placement, please get in touch with us in advance to arrange an appropriate delivery service.
- **Tracking Your Order:** A shipping confirmation email containing a tracking link or carrier details will be sent out as soon as your order leaves our warehouse.

5. Damaged or Missing Shipments

All shipments are fully insured until they are signed for.

- Please inspect your items carefully upon arrival.
- If goods arrive damaged, note the damage on the carrier's delivery docket and report it to **Metalon** within **24 hours** via sales@metalon.co.nz or by calling **03 477 2182** so we can arrange a replacement or swift resolution.