

Arrow Beauty Shipping policy

All orders are processed within one to three business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive a notification confirming your order and another with tracking details when your order has shipped.

Domestic Shipping Rates

We try our best to keep freight costs down, which is why we invested heavily in an online freight system which works out your freight costs by total order weight and area postcodes.

Free shipping on any order valued at over \$400 excl gst

In-store pickup

You can skip the shipping fees with free local pickup from our showroom located at 18 Saunders Place Avondale Auckland. After placing your order and selecting 'Click & Collect' at checkout, your order will be prepared and ready for pick up within one to two business days. We will send you an email when your order is ready along with instructions.

Our in-store pickup hours are 9am-4pm on Monday to Friday. Please have your order confirmation email with you when you come.

Current courier carriers we use

Mainfreight

New Zealand Couriers

Posthaste

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 24 hours for the tracking information to become available.

If you haven't received your order within 10 days of receiving your shipping confirmation email, please contact us at sales@arrowbeauty.co.nz with your name and order number, and we will look into it for you.

International Shipping

We do supply to international customers; we ask that they advise us of their preferred shipping agents to use.

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. Arrow Beauty is not responsible for these charges if they are applied and are your responsibility as the customer.