Delivery Information

Ordering from thermalcooker.co.nz is secure, easy and prompt. Your parcel will be delivered by Castle or Fastway Couriers during normal business hours. Upon delivery, the goods must be signed for unless you have specified with your order to leave by the back door etc. You can leave us a message at the checkout stage of the PayPal Wesite.

When can I expect delivery?

Please allow ten working days for postage and handling in New Zealand. If a product is out of stock, we will notify you immediately to inform you of the scheduled delivery date.

What areas do you deliver to?

thermalcooker.co.nz can deliver to any address in New Zealand. We don't at this stage offer delivery outside of New Zealand.

Can you guarantee a specific time for a delivery?

Unfortunately we cannot guarantee a specific delivery time.

What happens if the recipient is not at home?

If the recipient is not home when the delivery is made, the parcel will be taken back with the courier unless you have specified a place to leave it and a card will be left advising you of this. Another delivery attempt will be made at a later time.

What happens if the delivery details supplied are incorrect?

Firstly, we will attempt to find the correct address. If the package is delivered to the address supplied by the customer and the address is incorrect, we will contact the customer and additional charges may apply for re-delivery. However, if the package is delivered to an incorrect address and is not recovered, thermalcooker.co.nz cannot accept any responsibility for such loss. It is the obligation of the customer to supply accurate details at the time of ordering.

Where can I find your Privacy and Security policies?

You can read our Privacy and Security policies by clicking this link.

What are the conditions of use of this website?

Please review our Terms & Conditions and Copyright information by clicking this link.

Returns Policy

All products come with a full 12 month warranty.
Please choose carefully as we are not obliged to refund because you have changed your mind.