

## VCNZ — Shipping & Deposits information

### Why We Require a 75% Deposit

- All VCNZ windows and cladding products are either **custom manufactured and or supplied in specific colours and profiles to the NZ market,**
- On order confirmation, **we immediately pay our suppliers and manufacturers** overseas to secure your materials.
- For this reason, we require a **75% deposit at the time of order.**
- Deposits are **non-refundable**, as each order is made specifically for you and cannot be cancelled or resold.

### Shipping & Delivery

- Products are manufactured and shipped from Canada / USA / or Australia depending on availability.
- Typical lead times are **70–90+ days**, depending on production and shipping schedules.
- Delivery times are **estimates only**. While we work hard to keep things on track, supplier, manufacturing, or delays caused by international shipping or port congestion are outside our control.
- Delays do **not** entitle cancellation or refund of your order.
- There are two options for importation shipping that we offer as follows:
  - **Fast Track – LCL Immediate Shipping**
    - Your order ships as soon as it leaves the factory.
    - Standard freight charges apply – (highest cost)
    - Your order is door to door (delivery and access criteria applies)
    - Best for urgent projects where time is the priority.
  - **SmartShip – FCL Shared Container**
    - Your order travels in a dedicated container shared with other customers.
    - Significantly reduces freight cost.
    - Customer collects product from VCNZ warehouse.
    - To participate, orders must be confirmed before container close off.
    - Can be as fast as LCL, if manufacturer lead times are stable.
    - Best for value for time flexible project schedules

### Marine Cargo Insurance

- VCNZ protects all imports with **annual marine cargo insurance**, covering loss or total damage in transit up to **NZD \$500,000 per shipment**.
- This ensures your goods are covered from origin until arrival in New Zealand.
- Once goods land in New Zealand and are released for collection or delivery, **risk transfers to you** as the customer.

### Your Commitment, Our Commitment

- By paying the 75% deposit, you confirm your order and secure production with our manufacturer or supply order.
- We commit to managing all shipping logistics, customs clearance, and insurance cover until your order arrives in New Zealand.
- You can be confident that your order is **fully insured and backed by VCNZ's terms of trade** published at [www.vinylcladding.co.nz](http://www.vinylcladding.co.nz)

Thank you for choosing a New Zealand family-owned company.

If you have any questions, talk to one of our friendly family team members on: 0800 648 836 or flick an email to: [info@vinylcladding.co.nz](mailto:info@vinylcladding.co.nz) – we are here to help.

**The #1 expert supplier of modern building material technology.**

