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New Zealand,

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Plastic Bag Company's head office and manufacturing plant is located in Christchurch, New Zealand. It has no other offices or manufacturing sites situated in New Zealand or internationally. Plastic Bag Company supplies a wide range of plastic bags & plastic packaging direct to customers online via our website online sales. The goods are usually delivered by courier, sometimes larger orders are delivered by our freighting company.

Orders placed before 3:00pm are dispatched on the same day. After 3:00pm would be dispatched the following day. Weekends and statutory holidays not included.

Orders placed for delivery in Christchurch on a working day before 11am should arrive same day, after 11am should arrive the next working day. Orders placed for delivery outside of Christchurch will take between 1 & 2 working days depending on the location. Rural deliveries can add up to 2 more days. Delivery times are estimations only and are not guaranteed.

Plastic Bag Company endeavours to hold enough stock on all website items but we cannot always guarantee supply within the stated delivery times. If we are out of stock you will be contacted by phone or email with our expected delivery time giving the option to proceed or cancel the order for a full refund.

Goods that are returned to Plastic Bag Company's manufacturing plant in Christchurch, that Plastic Bag Company deem in good order, are refunded in full minus all freight charges, sending and returning. Goods that are returned because of an error on the part of Plastic Bag Company are refunded in full including freight charges, sending and returning.

Plastic Bag Company does not have access to any banking or Visa/Mastercard details entered via the ANZ secure payment part of our web site.

Plastic Bag Company has a policy of not retaining any banking information obtained from any customers.

Plastic Bag Company will not on-sell any information that may be obtained from details entered on this web site.

All prices are displayed in New Zealand dollars. Payment via the ANZ secure website will also be in New Zealand Dollars.

Charges over and above the total cost of the purchased goods are as follows - Freight and G.S.T.

Both Freight and G.S.T. amounts will be displayed prior to payment so the customer is fully aware of the total transaction amount. No other charges will be applied.

Plastic Bag Company can sell internationally but currently our website is not setup to allow for any deliveries/exports outside of New Zealand. Please contact us directly by phone or email if needing this service and you will be provided with all the necessary information.

On clicking on the checkout button the customer will be transferred to a secure ANZ web site, for payment by Visa or MasterCard, which will complete the purchase process. The customer will receive an email detailing the purchase and payment information.

Should you have any further questions regarding Plastic Bag Company's web site policies please feel free to contact us on +64 3 358-9730.

We thank you for showing interest in Plastic Bag Company's products and trust that you will be more than satisfied with the service that we provide.