

Purchasing Policy

The Physics Room is committed to supporting engagement with contemporary art in Aotearoa New Zealand and will work to deliver the best possible purchase service.

Pricing

New and back catalogue publications

Prices are displayed in New Zealand dollars (NZD) and include GST (15%). Online transactions will appear on your bank statement as “The Physics Room Trust.”

Fundraising items

Prices displayed are in New Zealand dollars (NZD) and do not accrue GST. Online transactions will appear on your bank statement as “The Physics Room Trust.”

Shipping & Delivery

New and back catalogue publications

The Physics Room sends publications via New Zealand Post, who deliver to residential, commercial, and rural addresses and PO boxes within Aotearoa New Zealand

Please advise The Physics Room if you would like us to arrange for signed delivery at an additional cost to the purchaser.

We aim to ship your order within 5 working days.

Fundraising items

For local delivery, The Physics Room will endeavour to deliver by hand within the Ōtautahi Christchurch city limits, where possible.

For national delivery, The Physics Room will book a courier service to deliver fundraising items to addresses within New Zealand.

For international delivery, The Physics Room will source a courier quote and agree delivery costs with purchasers prior to shipping.

Dependent on the fundraising item, there may be additional packaging fees which will be outlined and agreed with purchasers prior to shipping.

Refunds

New and back catalogue publications

Please let us know within 5 working days if there is an issue with your publication purchase. For publications with a fault arising from negligence by The Physics Room, we will arrange a refund of the purchase price less Paypal's non-refundable transaction fee and/or non-refundable bank fees as applicable.

Shipping costs are non-refundable.

Fundraising items

Please let us know within 2 working days if there is an issue with your fundraising item purchase. For fundraising items with a fault arising from negligence by The Physics Room, we will arrange a refund of the purchase price less Paypal's non-refundable transaction fee and/or non-refundable bank fees as applicable.

Please be aware that refund requests outside these time frames may not be accepted.

If The Physics Room agrees to a refund of an item based on the conditions outlined above, you will be responsible for paying for shipping costs to return your item to The Physics Room.

Shipping costs are non-refundable.

Cancellation

Orders cannot be cancelled once they are processed and dispatched.

Feedback

For queries relating to cancellations or refunds please email to our Business Manager Keren Oertly Ryan at keren@physicsroom.org.nz

For any comments on your purchasing experience please email to our Business Manager Keren Oertly Ryan at keren@physicsroom.org.nz or our team at physicsroom@physicsroom.org.nz

Alternatively please contact us by:

Postal Address

The Physics Room
PO Box 22 351
Christchurch 8140

Telephone

(+64) (0)3 379 5583