

**Term and Conditions and Privacy**

**Commitment:**

Bar soap is booming again. Liquid soap is convenient, but it doesn't become liquid soap without adding many additives. ChikoSoap does not use petroleum-based surfactants, parabens, phenoxyethanol, silicone, soap colorants, synthetic fragrances, or mineral oils.

And it's a simple but gentle and extremely luxurious soap that does not destroy the self-cleaning function of the human body and does not remove too much oil from the body.

Three pillars of Chiko Soap; I live in NZ so I love to use NZ natural ingredients such as Active Manuka Honey, as a Japanese I love to use Japanese goodies like probiotics or prebiotics and I am fascinated Ayurveda so I select beautiful natural Ayurveda ingredients

Since I am doing everything from recipe making to soap preparation, cutting, packaging, and sales on my own. quantity that can be made at one time is inevitably small, but I carefully handcraft it with love. In addition, we try to use plastic-free packaging and recycling packaging to protect the environment.

**Variations:**

Because our soaps are all hand-made, they are all perfectly different! With this in mind, we will always send you the best-produced products. Their weights may vary slightly during the drying process.

**Price:**

Our prices are in New Zealand dollars and NZ tax inclusive .However the cost of delivery is not included in the purchase price.

All items are subject to availability. We will inform you as soon as possible if the goods you have ordered are not available. While we endeavor to hold reasonable stock levels of our products, sometimes in the event of large orders we may be out of stock of the item you have requested. In the event that this happens we will advise you of a delivery time. For international orders, we have no control over any customs or import duties that could be charged when the package reaches your destination.

If you order from other than NZ, you may be expected to pay any duties or local taxes depend on your country. Contact your local customs office for more information on what import duties or sales taxes may be imposed.



**Payment**

We accept all major credit cards on our website through Stripe. Our website is encrypted and 100% safe for you. If you are in NZ, Bank direct transfer also available. You will be redirected to choose which option you take, when you complete order on shopping cart.

**Incorrect Bank Account Number**

When you decide to pay direct bank Transfer, and if you transfer money to incorrect bank account number, Chiko Soap will not accept any responsibility for correcting payment and goods will not be dispatched by Chiko Soap until we have received payment in full. Thank you for your kind understanding.

**Cancellation**

Once an order has been placed when you choose credit card payment option. Credit card handling fee may be charged and refunded deducted it. If a purchaser wishes to cancel an order they must contact sales@chikosoap.nz immediately.

### ****Shipping costs****

**Domestically in New Zealand**  
We offer free shipping for any order over $120. Freight under $120 is $7 for standard tracking service via NZpost for urban area. Rural delivery from $10.

**Overseas shipping**

If you prefer to purchase from overseas please email [sales@chikosoap.nz](mailto:sales@chikosoap.nz) to inquiry about shipping cost before making order online.

**Process Timeframe**

We usually aim to process and dispatch all orders within 1-2 business days after payment confirmed. Our orders are dispatched with NZPost (tracking delivery). Non rural deliveries are 1-2 business days while rural deliveries can take 3-5 working days.

Just a note, Chiko Soap deal with all process all by myself from soap making, marketing and sale process. And also Chiko has a main job as long haul Flight attendant therefore communication or dispatch sometimes delay due to physically away from home base or outside of Wi-Fi environment. However once I receive your message or order online I will get back to you as soon as possible and let you know the approximate timeframe and details.



**Return Policy**

For safety and hygiene reasons our products cannot be resold that’s the reason we do not accept returns. However Chiko Soap do our best providing best product what you love. If you are not happy with our product, please email sales@chikosoap.nz. We will fix the problem as soon as possible.

### ****Return shipping costs****

Chiko Soap will pay or refund the full cost of return shipping on the basis that the return is a direct result of our error. For example: you received goods that were not part of your order or incorrect (wrong size, type or fragrance) OR because the items you ordered are defective or expired. (If the product is not outlet)

### ****Refunds****

You should expect to receive your refund maximum four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This period includes the transit time for us to receive and process your return from the shipper and arranging to transfer the funds into your account.

**Your Privacy:**

Chiko Soap. does not pass on, sell or distribute your personal information to anyone’s. Your payment information will be dealt with secure system called SSL.

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You agree that the content you access, view or download on this site and the software used to create it, remains the property of Chiko Soap or its Licensors as defined by New Zealand and International Intellectual Property Laws, including but not limited to Copyright and Trademark laws. You agree not to modify or use such content in any way, or make it available to any third parties.

**Contact**

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