

COMPLAINT NUMBER	18/160
COMPLAINANT	Laura Binns
ADVERTISER	NZL Post
ADVERTISEMENT	NZ Post, Digital Marketing
DATE OF MEETING	31 May 2018
OUTCOME	Settled – advertisement amended

Advertisement: The NZ Post website www.nzpost.co.nz promoted its “International Courier Service” to North America, UK and Europe as taking 2-4 working days for \$69.06. The website said, in part: “You can expect that your item will usually arrive as its destination within the timeframe specified for each service. Because New Zealand Post does not directly control all parts of the delivery chain, we can’t guarantee that your item will always reach its destination within the delivery target.”

The Chair ruled the complaint was Settled.

Complainant, L. Binns, said: “NZ Post charge \$69 to send a letter ‘express courier’ from NZ to the UK. It is supposed to arrive in 2 to 4 working days. I have been conversing with them all week as my letter has taken 4 days to get from Hamilton to Auckland and all they have kept saying is ‘that we are without our 1-4 days delivery’. Now that it has gone over 4 days they are saying “As the service standard for International Express is 2 - 5 working days, your parcel is still within its target delivery time. Please note, the day of posting is counted as day zero of the delivery target and items that are posted on weekends will mean the day of posting will be the following Monday. ” No one has mentioned a ‘zero’ day in all of the conversations I have had all week and there is no mention of it in the Ts and Cs on their website.”

The relevant provisions were Code of Ethics - Basic Principle 4, Rule 2;

The Chair noted the Complainant’s concern the information on the NZ Post website was misleading as it was not consistent with the information provided when they contacted NZ Post.

The Advertiser responded to the complaint stating that: “while we don’t consider that our service terms are confusing and also while we are firmly of the view that there is sufficient information shown on our website detailing how delivery targets are calculated, we are concerned that the Complainant has not had a positive customer experience. Therefore, in an effort to make the accurate information more accessible to future customers, and also having regard to Basic Principle 4, we have updated our website to mention the day zero rule on all International consumer sending service pages of the website.”

The Chair noted the self-regulatory actions of the Advertiser in updating its website in order to make it clearer to consumers and said it served no further purpose to place the matter before the Complaints Board for a determination. Accordingly, the Chair ruled the complaint was Settled.

Chair’s Ruling: Complaint **Settled**

APPEAL INFORMATION

According to the procedures of the Advertising Standards Complaints Board, all decisions are able to be appealed by any party to the complaint. Information on our Appeal process is on our website www.asa.co.nz. Appeals must be made in writing via email or letter within 14 days of receipt of this decision.