

Free Shipping FAQs



Enjoy free shipping on all AUNZ Loyalty Rewards and enrolment orders of 100PV+

FAQ

Q. Which orders qualify for free shipping?

A. All Australian and New Zealand Loyalty Rewards Program (LRP) orders and enrolment orders of 100PV or more qualify for free shipping.

Q. What's happening to the Shipping Rewards Program?

A. With our new free shipping option, the Shipping Rewards Program (SRP) will be discontinued. But rest assured you won't lose any of the SRP points you've already earned.

Q. Can I place an order through the call centre and still get free shipping?

A. Yes, free economy shipping applies to all Australian and New Zealand enrolment and LRP orders of 100PV+. Orders can be placed through the call centre or online.

Q. Do GAC* orders qualify for free shipping?

A. Yes, GAC orders qualify. However, GAC orders must still be LRP orders of 100PV or more, and ship to a valid Australian or New Zealand address.

Q. Do NFR (Not For Resale) orders qualify for free shipping?

A. No, NFR orders don't qualify.

Q. Do retail orders qualify for free shipping?

A. No, only Australian and New Zealand Loyalty Rewards Program orders and enrolment orders of 100PV or more qualify for free shipping.

Q. What shipping method will be used with free shipping?

A. Our free shipping option uses standard shipping, which takes approximately 3-7 business days for delivery within Australia and between 1-5 business days for delivery to New Zealand.

Q. How much does shipping cost?

A. From today onwards, dōTERRA shipping costs will be as follows:

For Australia

Australian Loyalty Rewards order of 100PV or more: \$0

Australian enrolment order of 100PV or more: \$0

Standard: \$7.95

For New Zealand

New Zealand Loyalty Rewards order of 100PV or more: \$0

New Zealand enrolment order of 100PV or more: \$0

Standard: \$9.95
