

RETURN and EXCHANGE FORM – NEW ZEALAND CUSTOMERS

STEP 1 ORIGINAL ORDER NUMBER (if available) _____ **Date of Order** _____

Originally Purchased By:
Name: _____
Address: _____

Town: _____
Postcode: _____
Phone (day): _____
Phone (evening): _____
Email: _____

Send Replacement To: (if different from purchaser)
Name: _____
Address: _____

Town: _____
State/County/Province (if Overseas): _____
Postcode: _____
Country (if Overseas): _____
Phone (day): _____

Please select one of the following options (please tick ✓):

- Exchange for another item(s):
 Reimburse via my original method of payment

STEP 2 ITEM(S) RETURNED

*In the form below, please list the item(s) you are returning and tick "✓" reason as appropriate.
If the item is faulty, please explain the faults in the "Comments" section at the bottom of this form.*

Code	Size	Description	Qty	Unsuitable	Faulty	Price

STEP 3 EXCHANGE(S) REQUIRED (if appropriate)

Code	Size	Description	Qty	Price

STEP 4 RECONCILIATION

If there is "Balance to Pay", please enclose payment.

Refund \$ _____
Additional Purchase \$ _____
Balance to Pay \$ _____

Cheque (to: New Zealand Nature) Visa Mastercard Amex

Credit Card Number _____ Expiry Date (mm/yy) _____

Cardholders Name: _____ Signature: _____

COMMENTS

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GUARANTEE & RETURNS, EXCHANGES & REFUNDS

If you are not satisfied with any product, simply return it within 12 months, in the same condition it arrived in (complete with tags and packaging). Please ensure it has adequate packaging for its return so as not to get damaged.

Complete details overleaf and enclose this form:

***Return delivery will be at your expense
but replacement items will be sent free of postage charge (within NZ).***

If the product is Faulty or we have made an error, please contact us as soon as possible so that we can arrange return postage and arrange your exchange or full refund.

Send to:

“Returns”
NZ Nature Company
107 Bolt Road
Nelson 7011

Best wishes

The Team at New Zealand Nature

Please see overleaf.