

EXCHANGES and RETURNS FORM – NEW ZEALAND CUSTOMERS *updated 10 Oct 2018*

If you are not satisfied with your purchase simply return it within 6 months of order date, in the same condition that it arrived in (complete with tags and packaging). Please make sure it is securely packaged so that it is not damaged upon its return to us.

Please complete details found overleaf and enclose this form with your returned purchase.

Return delivery/shipping will be at your expense, but replacement items will be sent free of delivery/shipping charge.

If your purchase is faulty, or we have made an error, please contact us as soon as possible.

Please note that if you are exchanging a purchase, your credit or debit card will be credited for the returned purchase and then recharged for the new *unless* the item requested in exchange is of the same price/value.

If the product you wish to exchange was received as a gift, please ensure that this is noted in large writing in the comments section overleaf.

If you wish to have your original purchase refunded, please note that this will not include the delivery/shipping component.

Special Note regarding Items Purchased on Clearance

If you are not happy with your purchase, please return it within 1 month of order date. We will be unable to take the item back into stock after that time.

You can email us at any time regarding any item you wish to return and/or exchange at returns@nznature.co.nz

SEND TO:

Returns
New Zealand Nature
41 Venice Place
Stoke
Nelson 7011

**Best wishes from
The Team at New Zealand Nature**

Please See Overleaf

EXCHANGES and RETURNS FORM – NEW ZEALAND CUSTOMERS *updated 10 Oct 2018*
STEP 1: ORDER NUMBER: _____

DATE OF ORDER: _____ / _____ / _____

Originally Purchased By:
Name: _____

Postal/Billing: _____

Address: _____

Town: _____

Postcode: _____

Phone (Day): _____

Email: _____

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

Delivery: _____

Address: _____

Town: _____

Postcode: _____

Country: (if overseas) _____

Phone (day): _____

Please select one of the following options (✓ Tick the relevant box)

Exchange for another item (s)

Reimburse me via my original payment method

STEP 2: ITEM(S) RETURNED
*Please list below, the items(s) you are returning and the "Return Reason Code". See codes below.
If "style" or "faulty" is your concern, please explain in the "Comments Box" below.*

SKU Code	Item Description, Colour and Size	Qty	Return Code	Price Paid

RETURN REASON CODES: 1 = Wrong item delivered 2 = Style not to liking 3 = Shrinkage 4 = Wrong size
 5 = Too wide or roomy 6 = Too narrow or tight 7 = Too short 8 = Too long 9 = Faulty/Workmanship
 10 = Item doesn't match description 11 = Ordered multiple sizes or colours 12 = Colour not to liking

COMMENTS:
STEP 3: EXCHANGE(S) REQUIRED (if appropriate)

SKU Code	Item Description, Colour and Size	Qty	Price RSP

STEP 4: RECONCILIATION

Refund \$ Additional Purchase \$	Payment <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex
	Credit Card Number CSC <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Refund OR Balance to Pay \$	Expiry Date / (mm/yy) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Cardholder's Name	Cardholder's Signature