

**EXCHANGES and RETURNS FORM – INTERNATIONAL CUSTOMERS** *updated 10 Oct 18*

If you are not satisfied with your purchase simply return it within 6 months of order date, in the same condition 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 no additional delivery/shipping will be charged for similar exchanges.**

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 2 months 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](mailto:returns@nznature.co.nz)**

**SEND TO:**

Returns Department  
New Zealand Nature  
41 Venice Place  
Stoke  
Nelson 7011  
New Zealand

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

***Please See Overleaf***

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<b>STEP 1: ORDER NUMBER:</b> _____					<b>DATE OF ORDER:</b> /     /						
<u>Originally Purchased By:</u> Name: _____ Postal/Billing: _____ Address: _____ Town: _____ State/Province/County: _____ Postcode: _____ Phone (Day): _____ Email: _____					<u>Send Replacement To: (if different from purchaser)</u> Name: _____ Delivery: _____ Address: _____ Town: _____ State/Province/County: _____ Postcode: _____ Country: _____ Phone (day): _____						
Please select one of the following options (✓ Tick the relevant box)											
<input type="checkbox"/> Exchange for another item (s)					<input type="checkbox"/> Reimburse me via my original payment method						
<b>STEP 2: ITEM(S) RETURNED</b>											
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							
<b>RETURN REASON CODES:</b> 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											
<b>COMMENTS:</b>											
<b>STEP 3: EXCHANGE(S) REQUIRED (if appropriate)</b>											
SKU Code	Item Description, Colour and Size	Qty	Return Code	Price RSP							
<b>STEP 4: RECONCILIATION</b>											
Refund         \$		Payment <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex									
Additional Purchase     \$		Credit Card Number   CSC <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		Expiry Date       /       (mm/yy)							
Refund OR Balance to Pay \$		Cardholder's Name					Cardholder's Signature				