

**EXCHANGES and RETURNS FORM – NEW ZEALAND CUSTOMERS *updated 28 May 2025*****RETURNS & EXCHANGES**

If you are not satisfied with your purchase, please return it as soon as possible (within 6 months of order date), in the same condition that it arrived in (complete with tags and packaging) i.e. “As New”. Please package it securely to prevent damage during its return journey. (*Refer also to Special Notes below*)

- The easiest way to describe “As New” is to treat your purchase as if you had bought it in a shop, in person.
  - For *clothing and footwear*, this means carefully trying it on for size, perhaps looking in the mirror, then returning it to the salesperson if it does not meet your requirements. This enables the shop to present it “As New” to other customers. We cannot accept returned items of clothing or footwear that have clearly been “worn” i.e. in use beyond the experience we have just described.
  - For a *non-clothing* purchase, the product must be returned in its undamaged original packaging enabling us to resell it “As New”.
- **Please complete details found overleaf and enclose this form with your returned purchase.**
- **Return delivery/shipping will be at your expense, but we send replacement products free of delivery/shipping charge.**
- If you are returning a product for exchange, we refund your credit or debit card, then recharge for the new *unless* the product requested in exchange is of the same price/value. In this case, it is a straightforward swap.
- If you are returning a product for a refund, please note that your refund will exclude the delivery/shipping component.

**SPECIAL NOTE – PROMOTION and FREE GIFT OFFERS ONLINE and in EMAIL NEWSLETTERS**

We always show the terms and conditions on our website, for the duration of each offer. If you return a product for refund, for which you have received a free gift, then the gift must also be returned in resaleable condition, or its retail value will be deducted from your refund. If you return for refund, a product that was part of, for example, a “Buy 2 get 10% Off” offer, then the product you retained is no longer eligible for the discount and your refund will reflect this.

**SPECIAL NOTE – PERSONAL HYGIENE PRODUCTS**

There are a few personal hygiene products on our website where we cannot accept returns or exchanges for change of mind. On our website, for each relevant product, there is a note in the “Details” tab. There are also notes, for each relevant product, on invoices and packing slips enclosed with parcels.

**SPECIAL NOTE – PRODUCT(S) RECEIVED AS A GIFT**

Please note this in large writing in the Comments section overleaf and the name (& address if possible) of the original purchaser. This enables us to process the exchange with discretion. This applies when the product requested in exchange is of same/lesser value. Please email or telephone us if this is not the case.

**SPECIAL NOTE – ITEMS PURCHASED ON CLEARANCE**

If you are not satisfied with your purchase, please return it within 1 month of order date. We are unable to accept clearance items back into stock after that time. With that exception, the process is the same as outlined above in “Returns & Exchanges”.

**SPECIAL NOTE - DELIVERY ERRORS and/or FAULTY PRODUCTS**

Please contact us immediately either by email or telephone. If you can include a photo of the (faulty) product in your email, it would be most helpful, as it will speed up the process of putting it right for you.

**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 ITEMS FOR RETURN TO:**

**Returns Department, New Zealand Nature, PO Box 9041, Annesbrook, Nelson 7044**

*Best wishes from The Team at New Zealand Nature*

***Please complete relevant parts of the form overleaf***

## EXCHANGES and RETURNS FORM – NEW ZEALAND CUSTOMERS *updated 28 May 2025*

<b>STEP 1: ORDER REFERENCE:</b>		<b>DATE OF ORDER:</b>		/ /	
<b>Originally Purchased By:</b> Name: _____ Postal/Billing: _____ Address: _____ _____ Town: _____ Postcode: _____ Phone (Day): _____ Email: _____			<b>Send Replacement To: (if different from purchaser)</b> Name: _____ Delivery: _____ Address: _____ _____ Town: _____ Postcode: _____ Country: (if overseas) _____ Phone (day): _____		
Please select one of the following options (✓ Tick the relevant box) <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <input type="checkbox"/> Exchange for another item (s)         </div> <div style="text-align: center;"> <input type="checkbox"/> Reimburse me (...via my original payment method)         </div> </div>					
<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>ANY COMMENTS YOU MAY WISH TO ADD:</b> _____ _____ _____					
<b>STEP 3: EXCHANGE(S) REQUIRED (if appropriate)</b>					
SKU Code	Item Description, Colour and Size	Qty		Price RSP	
<b>STEP 4: CREDIT CARD DETAILS</b> <i>(required only if value of item(s) requested in exchange exceeds that of item(s) returned) ***</i>					
***Our secure payment gateway permits us only to make refunds not recharges. If you prefer, we can telephone you for your card details. Just say so on this form and provide a daytime telephone number.		<b>Payment</b> <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex			
		<b>Credit Card Number</b> CSC <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Expiry Date</b> /    (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"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
		<b>Cardholder's Name</b>		<b>Cardholder's Signature</b>	