

**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](mailto: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***

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**STEP 1: ORDER REFERENCE:** \_\_\_\_\_ **DATE OF ORDER:**      /      /

<p><b>Originally Purchased By:</b></p> <p>Name: _____</p> <p>Postal/Billing: _____</p> <p>Address: _____</p> <p>Town: _____</p> <p>Postcode: _____</p> <p>Phone (Day): _____</p> <p>Email: _____</p>	<p><b>Send Replacement To: (if different from purchaser)</b></p> <p>Name: _____</p> <p>Delivery: _____</p> <p>Address: _____</p> <p>Town: _____</p> <p>Postcode: _____</p> <p>Country: (if overseas) _____</p> <p>Phone (day): _____</p>
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*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**      *Note: Card details only required if there is a balance to pay*

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