



New Zealand Nature
41 Venice Place
Stoke, Nelson 7011
New Zealand

www.nznature.co.nz
Email: returns@nznature.co.nz
Freephone (NZ) 0800 240 167
Phone: +64 3 970 0441

EXCHANGES and RETURNS FORM – NEW ZEALAND CUSTOMERS

If you are not satisfied with your purchase simply return it within 12 months, 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 will be at your expense, but replacement items will be sent free of delivery charge.

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

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.

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 freight component.

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 NUMBER: _____	DATE OF ORDER: _____ / _____ / _____
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<p>Originally Purchased By:</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>Send Replacement To: (if different from purchaser)</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)

<input type="checkbox"/> Exchange for another item (s)	<input type="checkbox"/> Reimburse me via my original payment method
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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
10 = Item doesn't match description	11 = Ordered multiple sizes or colours	12 = Colour not to liking	

COMMENTS:

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

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

STEP 4: RECONCILIATION

<p>Refund \$ _____</p> <p>Additional Purchase \$ _____</p> <p>Refund OR 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"/> <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"/></p> <p style="text-align: right;">Expiry Date / (mm/yy)</p> <p>Cardholder's Name Cardholder's Signature</p>
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