

EXCHANGES and RETURNS FORM – NEW ZEALAND CUSTOMERS *updated 7 September 2020*

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 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 item 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 items free of delivery/shipping charge.**
- If you are returning a purchase for exchange, we refund your credit or debit card, then recharge for the new *unless* the item requested in exchange is of the same price/value. In this case, it is a straightforward swap.
- If you received, as a gift, the product you wish to exchange, please note this in large writing in the comments section overleaf and let us know who gave it to you. This enables us to process the exchange with discretion.
- If you are returning your purchase for a refund, please note that it will exclude the delivery/shipping component.

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 – 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

SEND ITEMS FOR RETURN TO:

Returns Department
New Zealand Nature
33 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:	/	/
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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): _____
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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

Refund \$ _____ Additional Purchase \$ _____ Balance to Pay \$ _____	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"/>
	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"/>
Cardholder's Name _____ Cardholder's Signature _____	