

ONLINE RETURN FORM

First Name: _____ Last Name: _____

Address: _____

City: _____ Post Code: _____ Contact Ph: _____

Today's Date: _____ Date of Purchase: _____ Original Order No: _____

Please complete the below section for item/s being returned including the reason for the return:

Items:	Original Order Number	Style Number (11 digit number on the box or receipt)	Purchase Price	Reason for Return (please tick):
Item 1				<input type="checkbox"/> Wrong size/fit <input type="checkbox"/> Wrong colour <input type="checkbox"/> Change of Mind - specify below <input type="checkbox"/> Other - specify below
Item 2				<input type="checkbox"/> Wrong size/fit <input type="checkbox"/> Wrong colour <input type="checkbox"/> Change of Mind - specify below <input type="checkbox"/> Other - specify below
Item 3				<input type="checkbox"/> Wrong size/fit <input type="checkbox"/> Wrong colour <input type="checkbox"/> Change of Mind - specify below <input type="checkbox"/> Other - specify below
Item 4				<input type="checkbox"/> Wrong size/fit <input type="checkbox"/> Wrong colour <input type="checkbox"/> Change of Mind - specify below <input type="checkbox"/> Other - specify below
Reasons for Change of Mind or Other:				

ACTION TO BE TAKEN: Refund Exchange

EXCHANGE/REPLACEMENT ITEMS:

Please complete the below section if you require any replacement items:

Style Number - (11 digit number on the box or receipt)	Item Description	Size	Qty	Purchase Price
Total Price:				

RETURN INSTRUCTIONS:

- Complete each section of the Return Form and attach to original invoice. Place forms inside your package, noting the reason why you are returning any items.
- Place item/s in original packaging. Ensure the items are neatly placed to avoid any damage in transit.
- Place items into the original courier box or packet and seal securely.
- Use the return address label provided, stick to the outside of the package - where it is clearly visible.
- To arrange for a FREE return delivery:
 - For online - go to www.courierpost.co.nz/send/book-a-pick-up/ and click on '**book-a-pick-by-address**' and fill out the required information; **OR**
 - call **0800 783 783** to arrange a pickup; **OR**
 - take your parcel to your nearest Post Shop.
- Please note that we CANNOT issue refunds for lost and/or unconfirmed return shipments. Although we provide free return shipping, all the steps must be followed correctly, and it is the customer's responsibility to ensure the item reaches its destination. We advise tracking your return to ensure its delivery.

Once the returned items have been received, a confirmation email will be sent to you outlining any relevant information regarding your return, including any refund/exchange information if applicable.

RETURN CONDITIONS:

We regret that we cannot exchange or refund on sale items or where:

- Goods have been worn
- Goods have been damaged after purchase.
- Goods are not accompanied by the original box and or packaging
- Goods are returned outside the specified time frame

We will only accept returned items for exchange or refund if we receive them back within 5 days of you taking initial delivery of the goods. The item/s must be as new and in original packaging. Refunds will be credited against your original method of payment and will not be processed until we receive the goods.