

EXCHANGES and RETURNS FORM – INTERNATIONAL CUSTOMERS *updated 1 August 2022*

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 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 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 2 months of order date. We are unable to accept clearance products 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 product 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, New Zealand

Australian Customers: Do not use the Marrickville NSW address on your parcel label for returns. Australia Post require the Marrickville address on the label only for parcels unable to be delivered which are returned to us in New Zealand.

Best wishes from The Team at New Zealand Nature | *Please complete relevant parts of the form overleaf*

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STEP 1: ORDER REFERENCE: _____ **DATE OF ORDER:** / /

<p>Originally Purchased By:</p> <p>Name: _____</p> <p>Postal/Billing: _____</p> <p>Address: _____</p> <p>Town: _____</p> <p>State/Province/County: _____</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>State/Province/County: _____</p> <p>Postcode: _____</p> <p>Country: _____</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

ANY COMMENTS YOU MAY WISH TO ADD:

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

SKU Code	Item Description, Colour and Size	Qty		Price RSP

STEP 4: CREDIT CARD DETAILS (required only if value of item(s) requested in exchange exceeds that of item(s) returns)***

<p>*** Our secure payment gateway permits us only to make refunds. It does not permit us to recharge. As such, we do require your credit card details if the value of item(s) requested in exchange exceeds that of item(s) returned.</p>	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"/> 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"/> <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