



NEW ZEALAND

RETURN OF GOODS POLICY

Our Returns Policy forms part of, and must be read in conjunction with, our Terms and Conditions of Sale. We reserve the right to change this Returns Policy at any time.

Our Returns Policy is really simple

Our website gives full and very detailed information on the look of the product, the size you should order and how to fit the product. We therefore hope you have made a considered and informed decision to purchase
AS WE REGRET WE CANNOT ACCEPT RETURNS OF GOODS FOR REASON OF WRONG FIT OR CHANGE OF MIND.

Item not received

We apologise if you have not received your item. This is not common and we want to resolve this as quickly as possible for you. To receive a refund or a replacement, you must inform us that you have not received your item within 21 days from the day on which you received an email from us confirming that the item had been dispatched

Wrong item received

Our apologies if you have received the wrong item. We don't often make this mistake and we want to resolve it as quickly as possible for you. To receive a refund or a replacement, please contact us
Freephone **0800 22 22 32** for advice on replacement and return or full refund.

Damaged or faulty items

Please accept our apologies if you have received an item that is damaged or faulty. We understand how frustrating this can be and want to resolve this as quickly as possible for you. If you believe that the item is faulty, please contact us on Freephone **0800 22 22 32**. You will need to tell us exactly what the fault is and as soon as possible after discovering it and we will advise what to do next.