



## EXCHANGES AND RETURNS

**THANK YOU FOR YOUR JANDEYS PURCHASE**

If you wish to exchange or return your purchase please follow the instructions below. If you have any questions about your purchase you can contact us by email at sales@jandey's.nz.

**IF YOUR PURCHASE ARRIVED DAMAGED**

Please email us at sales@jandey's.nz and we will be happy to help. Please keep the packaging and product in the condition it was received.

**YOU WANT TO EXCHANGE OR RETURN YOUR PURCHASE**

Your purchase can be exchanged for another item or returned for a refund within *30 days* of receiving the goods. The goods and packaging must be unused and in a resalable condition, as determined by Jandey's Ltd. If goods are stained, scuffed, discoloured, odoured, or noticeably worn in any way, we will not be able to process an exchange or return. Refunds take up to 10 working days from receiving your return to complete.

**TO EXCHANGE OR RETURN GOODS PLEASE FOLLOW THESE STEPS:**

1. Fill out the appropriate sections of this form and send the whole form with the product, tag and box to us.
2. Ensure items are packaged in a way that they won't get damaged. Jandey's will assess the product upon return and has the right to refuse damaged items if necessary.
3. Exchanges will incur a \$6 (NZ) or \$10 (international) shipping charge. This can be paid by including cash, credit card details with your exchange, or transfer into our New Zealand bank account 38-9019-0014470-00 referencing your item number. (Jandey's Ltd will pay the shipping for defected products where damage has not been caused by the customer).
4. Please send goods to:

Jandey's Ltd.  
 11A Glenmore Ave  
 Casebrook  
 Christchurch 8051  
 New Zealand

**I AM RETURNING:**

Item Number	Quantity	Product Name	Preferred Action	Reason
			<input type="checkbox"/> Exchange <input type="checkbox"/> Replace <input type="checkbox"/> Refund	
			<input type="checkbox"/> Exchange <input type="checkbox"/> Replace <input type="checkbox"/> Refund	
			<input type="checkbox"/> Exchange <input type="checkbox"/> Replace <input type="checkbox"/> Refund	

**REASON CODES:**

**Other** \_\_\_\_\_

- |                            |                            |                            |                              |
|----------------------------|----------------------------|----------------------------|------------------------------|
| <b>AD</b> Arrived damaged  | <b>DP</b> Defected product | <b>TB</b> Too big (size)   | <b>WO</b> Wrong item ordered |
| <b>DO</b> Duplicated order | <b>GE</b> Gift exchange    | <b>TS</b> Too small (size) | <b>WS</b> Wrong item sent    |

**I WOULD LIKE TO EXCHANGE FOR:**

Product Name	Size	Quantity	Price

**YOUR DETAILS:**

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_

**I CHOOSE TO PAY \$6 (NZ) / \$10 (International) FOR RE-SHIPPING BY:**

- Bank Transfer   
  Cash   
  Credit Card

**If paying by credit card:** Please Sign Here: \_\_\_\_\_

Card Type: \_\_\_\_\_ Card No. \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Postal Address: