



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
 15 Wardour Mews
 Avonhead
 Christchurch 8042
 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 _____

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