

Product Return Form

STEP 1

PROVIDE PURCHASE AND PURCHASER INFO	
ORDER/ PACKING SLIP#	ACCOUNT # if known
BUSINESS NAME	
STREET ADDRESS	ORDER DATE if known
CITY/ TOWN/ SUBURB	
EMAIL	DELIVERY DATE if known
PHONE	

STEP 2

RETURN ITEM AND REASON Please include detailed images of the product(s) in question				
ITEM NO.	REASON FOR RETURN	QTY	PRICE	Proof of purchase attached Y/N if faulty item

STEP 3

PROVIDE ADDITIONAL COMMENTS optional

STEP 4

PRODUCT RETURNS AND DISPOSAL
<ul style="list-style-type: none"> Please do not dispose of any items until we have reviewed & approved the return request. Returns (including Carrera) can be held in store for your rep to collect or can be returned to: Haka NZ, Unit 4/ 11 Orbit Drive, Rosedale, Auckland 0632.

RETURN POLICY

DATE OF UPDATE	01/08/21
VERSION NO.	0.0.1

Thank you for your business.

Not satisfied with your purchase? We're here to help.

Following are the terms and conditions that constitute our Return Policy in accordance with your rights under the Consumer Guarantees Act (1993).

RECEIPT OF INCORRECT OR ITEMS DAMAGED IN TRANSIT

Haka will provide either a free of charge replacement or credit note if:

- We are notified within 4 weeks of order being delivered.
- Included with claim is the original invoice/packing slip number, details of each item and reason for the return.
- Included with claim is images of damaged item(s) and/or the cartons in which delivery was made.
- Returned items are in their original state/condition and in the original packaging.

FAULTY RETURNS

Haka will provide either a free of charge replacement or credit note if:

- Faulty returns have been initiated within 6 months from the date of customer return to store.
- The product is covered under warranty or otherwise not of acceptable quality, not fit for purpose or does not match the description advertised in accordance with the Consumer Guarantees Act.
- Customer proof of purchase has been attached.
- Description of the fault/ why it has been returned, as well as detailed images of the product(s) in question have also been attached.

If you do not provide the requested information with your claim; or items are deemed to have been modified, broken or otherwise affected by normal wear and tear will not be considered faulty. We reserve the right to refuse the return and no credit/replacement will be issued.

ADDITIONAL INFORMATION

- Please allow 1-7 business days for the processing of returned items.
- Shipping charges applied to the original purchase are non-refundable.
- Shipping costs for returned items are the responsibility of the customer and are non-refundable.
- Credit notes are raised to match the price paid on the original invoice. If a price change has since occurred, the credit will be adjusted to match the original.