



# Nature's Fleece

## RETURN FORM

(Please print this form and include with your return)

### Contact Information

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Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postal Code and City: \_\_\_\_\_

Country: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

- I confirm that I have included the packing list in the return package (the packing list was provided as print-out in your delivery package)

### Refund or Exchange (please tick the appropriate box)

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- I want to exchange the item(s) for (please fill in below)

Product/Code: \_\_\_\_\_

Colour/Style: \_\_\_\_\_

Size: \_\_\_\_\_

- I want a refund (via my original payment method)

### Reason for return (please tick all applicable boxes)

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Article too small

Article too big

I ordered the wrong article

I received the wrong article

Article was faulty (please explain)

Article did not meet my expectations

Article was delivered too late

Other reason (please explain): \_\_\_\_\_

### Return Address

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Please fill out the requested information and send your return(s) including this form to:

**Nature's Fleece Limited**  
**P.O. Box 25-312**  
**St Heliers**  
**Auckland 1740**  
**New Zealand**

### Terms and Conditions

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Nature's Fleece will only accept returned products that are shipped back within 14 days of the delivery date of your order.

Make sure all returned products are in the same condition as you received them, including the label attached. Nature's Fleece will not accept items that have been worn.

The original price paid for the product(s) will be credited. Courier/Postage costs will not be credited.

Nature's Fleece highly recommends using trackable mail or delivery confirmation. Without this, lost packages will not be refunded.

We will reimburse the amount via your original payment method within 5 working days. Please note that depending on the payment process, the creditation might take some additional days.

For our general terms and conditions, please check our website [www.naturesfleece.com](http://www.naturesfleece.com)

### Customer Care

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To contact our friendly customer services team, please email us on [support@naturesfleece.com](mailto:support@naturesfleece.com)

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Please note that your return postage cannot be reimbursed, however Nature's Fleece will send the replacement item(s) to you free of charge. All Sales and promotional items are non-exchangeable and non-refundable. Please chose carefully.