

RETURNS POLICY

All goods must be returned with our Returns form. We will happily refund or exchange any unworn items that are returned to us within 14 days of receipt of order. You do not need to contact us to tell us you are returning an item.

Please complete all details on the Return Form and enclose this with the item(s) you wish to return. Please be aware it is your responsibility to cover the shipping cost for any item(s) being returned to us.

Please note that unless faulty, returns will only be accepted if items are unworn and undamaged with all original labels, swing-tags and packaging intact.

If you do not follow this requirement, we will be unable to accept any returned items or process refunds and exchanges.

When returning items to us please take reasonable care to ensure goods are adequately packaged, to avoid risk of damage in transit.

We recommend you send your return shipments as Registered Post / Recorded Delivery so you can track the goods. Always retain your proof of purchase. Do ensure your shipment has suitable cover for compensation in case it goes missing and you need to make a claim. Tolaga Bay Cashmere will not be responsible for any items returned by customers that are lost during shipping.

For international shipments, please ensure your return package is clearly marked 'Returns Department' on the address and that you complete the shipping paperwork required by the courier / customs. Please ensure your items are declared as 'Return Goods' on the customs declaration form, to avoid import charges and local taxes being applied. Tolaga Bay Cashmere is not responsible to pay these charges and the shipment may be returned to you.

Please send your returned item (s) to:

Returns Department
Tolaga Bay Cashmere
31 Solander Street
Tolaga Bay, 4077
New Zealand

RETURNS FORM

Please complete:

ORDER NUMBER: _____

ORDER DATE: _____

Number of items being returned: _____

Style Description of item(s): _____

I would like to return this item(s) because: (Please indicate below)

Wrong Size _____

Faulty/Defective _____

Not item(s) I ordered _____

Other (please state) _____

RETURNED ITEM (s): (Please state your preference)

EXCHANGE FOR: _____

REFUND: \$ NZD _____

CREDIT NOTE: \$ NZD _____

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

If you require help with your Returned item please contact us: +64 6 862 6746 or shop@tolagabay.nz